

GWYNEDD MERCY UNIVERSITY

EMERGENCY MANUAL

(Revised 3/14/2018)

Table of Contents

Page

I.	Mission Statement.....	2
II.	Definition of Emergencies.....	2
	A. Minor Emergency.....	2
	B. Major Emergency.....	2
	C. Disaster.....	2
III.	Direction and Coordination of Major Emergencies and Disasters.....	2
	A. Direction.....	2
	B. Coordination.....	2
IV.	Emergency Response Team Command Post.....	3
	A. Primary.....	3
V.	Emergency Response Team Contacts & Responsibilities.....	3
	A. Emergency Response Team Coordinator.....	3
	B. Counseling Services.....	3
	C. Physical Plant Department.....	4
	D. ITS Department.....	4

	E. Health Services Department.....	5
VI.	Emergency Response Team Communications Plan.....	5
	A. Purpose.....	5
	B. Objectives.....	5
	C. Procedures.....	5
	D. Residence Hall Procedures.....	7
	E. Response.....	7
	F. Aftermath.....	10
VII.	Specific Emergencies/Disasters and Procedures.....	11
	A. Bomb Threat.....	11
	B. Catastrophic Event.....	12
	C. Chemical or Radiation Spill.....	13
	D. Civil Disturbance or Demonstrations.....	13
	E. Fire.....	15
	F. Evacuation of Persons with Disabilities.....	16
	G. Utility Failure.....	16
	H. Violent or Criminal Behavior.....	17
	I. Mental Health Crisis.....	18
	J. Death of Student.....	19

K. Death of an Employee.....	19
L. Severe Weather Procedure.....	20
M. Terrorism.....	20
N. Shelter in Place.....	22
O. Explosion.....	23
P. Public Health Crisis.....	24
Q. Power Outage.....	24
R. Oil & Motor Fuel Spill.....	25
S. Water Main Break.....	25
Appendix I – News Conference Guidelines.....	26
Appendix II – Media Relations Reminders.....	27
Appendix III – Disaster Resources.....	28
Appendix IV – Response to Bomb Threat.....	30
Appendix V – Active Shooter Response.....	31
Emergency Response Team Phone Tree.....	35

including the Web, e-mail, and personal contact.

--Notice--

In the wake of recent unfortunate tragedies on college campuses and in local schools, it is incumbent upon college administration to review our emergency notification systems to ensure that that should a crisis occur on our campus, we have multiple ways to alert the community, Gwynedd-Mercy University has implemented an emergency alert program for our community. Effective immediately, faculty, staff, and students can log onto the college homepage to input your cell phone or pager information for **e2Campus**.

e2Campus is a selective mass notification system that empowers schools to send time-sensitive messages to students, faculty and staff – wherever you are located. A selective mass notification system is defined as a platform to deliver a notification to an entire audience by all means necessary; therefore creating comprehensive coverage to increase the odds that you receive the notification in a timely manner. You will be notified immediately of events on the device you select to be notified by. You may input up to two mobile devices (i.e. cell phone and pager) and two personal email addresses.

The University will **only** send mass notification in the event of weather and/or campus emergencies. **You will not receive general notices via this delivery method.** To register for e2Campus, you must do the following:

- o Go to <http://www.gmc.edu/students/publicsafety/e2campus.php>
- o Input requested information
- o You may also opt to have an emergency e-mail alert sent to you as well

Want more information about e2Campus, please go to: <http://www.e2campus.com/faqs.htm>

MISSION STATEMENT

I. Gwynedd-Mercy University is a Catholic University founded and sponsored by the Sisters of Mercy. The purpose of this Emergency Response Plan is to assure the community that the University has an Emergency Procedures Plan in place to address quickly, and effectively any situation that may arise.

In the event of an actual emergency, the campus community will be notified through a variety of mechanisms

II. DEFINITION OF EMERGENCIES

The following definition of emergencies is provided as guidelines to assist the Public Safety and Security Department,

the Physical Plant Department and the Administration in determining the appropriate responses.

A. Minor Emergency

A minor emergency is any incident that has the potential to not seriously effect the overall operation of the college. In the event of a minor emergency, immediately report it to the Public Safety and Security Department at extension 522 or 111. (Example – minor motor vehicle accident with no injuries)

B. Major Emergency

A major emergency is any incident that has the potential to affect students, a building or buildings, and disrupts the overall operation of the college. Outside emergency services will possibly be required, as well as major efforts from the campus community. Policy coordination and direction will be required from the University Administration during a major emergency. In the event of a major emergency, immediately report it to the Public Safety and Security Department at extension 21522, 111 or call 911.

C. Disaster

A disaster is any event or occurrence that has taken place and has seriously impaired or halted the operation of the University. In some cases, mass personnel may have been injured and severe property damage may have occurred. A coordinated effort of all campus resources is required to effectively control the situation. Outside

emergency services will be essential. In all cases of disaster, our emergency command post will be activated and the appropriate support and operational plans will be executed. In the event of a disaster immediately report the disaster to the Public Safety and Security Department at extension 21522, 111 or call 911.

III. DIRECTION AND COORDINATION OF MAJOR EMERGENCIES AND DISASTERS

A. Direction

The President of the University, who will be kept apprised of all emergency operations.

B. Coordination

The Director of Public Safety and Security or Shift Security Supervisor shall coordinate all emergency operations. The direct operational control of the campus Emergency Response Team is the responsibility of the Emergency Response Team Coordinator or his/her designee, who will then notify Administrators, Public Relations, Deans and Department Heads. The Director of Public Safety and Security will in most cases assume the role of Emergency Response Team Coordinator. It could change depending on the incident.

IV. EMERGENCY RESPONSE TEAM COMMAND POST

a. Primary

When a major emergency occurs, or is imminent, it shall be the responsibility of the Emergency Response Team Coordinator to set up and staff the Emergency Response Command Center. Student Services, which is in the Griffin complex, will be the primary command center if available. At least one uniformed security officer will staff this post.

The Emergency Response Team Coordinator will establish a secured area for outside and local agencies, and provide assistance for operations of the combined outside emergency response team. A conference room with facilities for emergency team or media crews that can accommodate multiple telephone lines and/or electrical appliances will be provided to them if necessary.

V. EMERGENCY RESPONSE TEAM/CONTACTS AND RESPONSIBILITIES

- a. Depending on the incident, the Emergency Response Team Coordinator would be the Director of Public Safety and Security or his designee who will keep the Vice President for Finances and Administration aware of the situation. If the crisis involves a student, the Vice President for Student Services could be the Emergency Response Team Coordinator.

The Emergency Response Team Coordinator or his designee is responsible for the overall direction of the University Emergency Response Team as stated below:

- i. Updates Administration as required
- ii. Notifies Public Relations
- iii. Declares and ends, when appropriate, the campus state of emergency
- iv. Conducts liaison activities with governmental agencies, emergency responders, and others as necessary, such as police and fire.
- v. Ensures appropriate notification is made to off-campus staff.
- vi. Maintains all documentation pertaining to the emergency.
- vii. Performs other related duties as directed by the Emergency Response Team.

- b. Counseling Services
The Counseling Staff responsibilities are as stated below:

- When called, the professional staff member in Counseling at that time will determine whether the situation requires a telephone consultation or the physical presence of a counselor. If it is determined that immediate physical presence is needed, and it is after hours, the counselor may ask the Residence Life Staff on Duty be available until the counselor arrives on campus.
- Meets with students within a few hours of emergency/disaster or

- when determined necessary.
- Coordinates psychological counseling and emotional support for students/staff as needed.
- Identifies key community resources, if required, to assist the counseling staff with support for students/staff and possibly families
- Establish communications with off campus services so that they may continue treatment and/or contact with students/staff that may need additional counseling.
- Maintains appropriate documentation related to the emergency situation

c. Physical Plant Department

The Physical Plant Department's responsibilities are as stated below:

- Provide equipment and personnel to perform shutdown procedures, hazardous area control, telephone assessment, damage assessment, debris clearance, emergency repairs, snow removal and equipment protection.
- Provides vehicles, equipment and operations for movement of personnel and supplies
- Obtains and works with utility companies

as required for emergency operations

- Furnishes emergency power and lighting systems as required
- Survey affected space and relocate essential services and functions
- Documents all activity as it pertains to the emergency

d. Institutional Technology Services

The ITS Department will conduct telephone and Network damage control assessments and provide these services where necessary.

e. Health Services Department

The Campus Health Services Department will provide assistance of any minor or major health emergency. The hours of the Health Center are 8:30 a.m. until 4:00 p.m. Monday through Friday. If there is a need after hours, the staff can be reached by telephone or pager. Contact can also be made through the Public Safety Department. They can consult, however after hours, 911 should be called.

VI. EMERGENCY RESPONSE TEAM COMMUNICATION PLAN

a. Purpose

The Emergency Response Team Communication Plan provides guidelines for the coordination of communications within the University as well as between the University and the media,

and the University and the public in the event of an emergency or controversial issue.

Emergencies may include fires, bomb threats, natural disasters, major crimes, etc.

Controversial issues may include police investigations, protests or other situations that demand a public response.

THIS PLAN IS NOT INTENDED TO CHANGE THE WAY EMERGENCIES ARE INITIALLY REPORTED. ALL EMERGENCIES ON CAMPUS SHOULD BE REPORTED TO 911 IMMEDIATELY AND SECURITY AT EXTENSIONS 21522, 215-646-6111 or 300.

This plan not only addresses media relations and communication issues, but also includes procedures for the rapid identification of potentially harmful situations and the methods for responding to these situations quickly and effectively.

It is the goal of this Emergency Response Team Communications Plan to establish guidelines for dealing with a variety of situations, and to ensure that campus officials and communicators are familiar with these procedures and their roles in the event of a crisis. The Plan is designed to be used in conjunction with the normal decision making structure of the University and does not supersede that decision making process.

b. Objectives

- To assess the situation and factually determine whether a communications response is warranted
- To assemble a Emergency Response Communication Team that will make recommendations on appropriate responses
- To implement immediate action to:

- Identify constituencies that should be informed about the situation
- Communicate facts about the crisis
- Minimize rumors
- Restore order and/or confidence

c. Procedures

Assessment – The Emergency Response Team Coordinator will interview the individual who encounters the potential crisis and will gather accurate information from the appropriate sources. After fact gathering, this individual will determine whether an immediate response is necessary and will consult the following individuals:

- Director of Public Safety
- Vice President of Institutional Advancement
- Vice President for Finance and Administration
- Vice President for Student Services
- Director of Public Relations

- Vice President of Academic Affairs

These individuals will determine whether or not to convene a Crisis Communications Team and will immediately inform the President of the University.

Assembling the Emergency Response Team – The Emergency Response Team will be comprised of, at a minimum, the following individuals:

- Director of Public Safety
- Vice President of Institutional Advancement
- Vice President for Finance and Administration
- Vice President for Student Services
- Director Public Relations
- Director of area affected (e.g. Athletics, Human Resources, Finance, Residential Life, Student Activities, Food Services, Hobbit House, etc.)
- Director of Counseling
- Director of Physical Plant
- Director of Human Resources
- IT Representative
- Director of Campus Health
- Dean of the appropriate school
- Campus Environmental Safety Manager

Other personnel will be added to the Emergency Response Team if deemed necessary,

depending on the situation. Those individuals would be the following:

- Student Representative (preferably from student government)
- Chair of Faculty Council & Chair of Staff Council.

Emergency Response Team Command Center Site

- Student Services in the Griffin Complex

Facility Evacuation/Operational Shutdowns

– It may become necessary to evacuate buildings and/or areas surrounding facilities to protect and ensure the safety of people. If such a situation occurs, decisions regarding work space accommodations and/or leave requirements for faculty and staff, as well as class schedules and possibly housing accommodations for students will need to be addressed.

Issues surrounding leave for staff employees will be directed to Human Resources. Note: normally time away from work is accounted for through current leave policies. Student questions should be directed to the Office of Student Services and faculty should address any concerns to the Office of Academic Affairs.

Ongoing Procedures during a Crisis

- The Public Relations Director, Staff member or designee will handle scanning newspaper and video clippings for stories

related to the situation. Deliver copies of these clips or reports as appropriate to the President and Executive Council.

- Set up information files on the crisis to reside in the Public Relations Office. Material related to the crisis, including clippings, statements, letters, memos and any other documents, should be forwarded to the Public Relations Office and filed in chronological order.
- Monitor the situation at least daily, and frequently update the President, Staff and appropriate Administrators, as necessary.
- Director of Public Safety and Security will take notes during the crisis to be reviewed and used to improve future crisis response.

d. Residence Hall Procedures

- For situations occurring in the residence halls, the Resident Director or the Associate Director of Residence Life and the Public Safety and Security Department will be immediately notified at ext. 21522 or 111.
- In case of maintenance problems or power outages, the Public

Safety and Security Department will contact the Physical Plant Department and Institutional Technology Department. The Emergency Response Team Coordinator should be contacted to make arrangements for possible relocation of students. The Director of Resident Life and Vice President of Student Services are involved in making the decision.

- In case of drug or alcohol overdose, the Public Safety and Security Department must be notified. They will contact the Resident Life Director on duty for assistance and possible room search. When warranted 911 will be contacted for an emergency response.
- In case of weapon possession, the Public Safety and Security Department must be notified. They will contact the Resident Life Director on duty for assistance and possible room search.
- In case of a completed suicide or suicide attempt the Public Safety and Security Department, Counseling Services and Resident Life Director must be notified (if resident student is involved). Public Safety will notify the counseling center, Director of

Public Relations, Vice President for Student Services, Vice President for Finance and Administration and other departments as needed.

the media. This information will be made available to (and approved by) the

e. Response

The Emergency Response Team, after assessing the nature and scope of the situation, will develop a plan of action that will include some or all of the following

President, Vice President of Finance and Administration, Director of Public Relations, Director of Public Safety, Vice President of Student Services and all other Vice Presidents. The University's Legal Counsel with respect to the public's right to know and concerns for privacy and security will analyze this fact sheet.

- Public Relations will designate a spokesperson . In most cases the spokesperson will be informed by the person possessing the most direct knowledge of the crisis. In the event of a campus crime the Public Safety Director may be the spokesman if someone from Public Relations is unavailable.
- Draft a fact sheet. The fact sheet will contain a summary statement of the situation, including all known details to be released to

- Determine and notify key constituencies of the crisis. It is important to keep administration, faculty, staff and students informed of appropriate details and actions taken by the University

during an emergency. Effective communications will help quell rumors, maintain morale, and ensure continued orderly operations of the University. Among the groups that should be considered for communication in a crisis situation are:

- Law enforcement agencies
- Board of Trustees
- President's Council
- Administration, Faculty and Staff
- Sisters of Mercy

- cy, Midlands - Atlantic
- Students
- Parents of Students
- Mass Media
- General Public
- Alumni
- Accreditation Organizations
- General Counsel

- Assign members of the Emergency Response Team to communicate the facts of the situation (contained in the fact sheet) and the college's intended response. Among those that may be notified,

depending on the situation are as follows:

- Law enforcement agencies will be notified by Public Safety
- Campuses Administrators, Faculty, Staff – Information to administrators other than those selected to serve on the Crisis Team

will be provided via facsimile, electronic mail, campus mail and/or mass meetings. Members of the Executive Council will automatically receive e-mailed updates. The Public Relations Department

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this.
Institutional
Technology
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up
specialized
broadcast
e-mail
messages
to
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- Student
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Office.
E-mail
sent
to
students
and
fliers
may
be

distributed in residence halls.

- President's Council/Board of Trustees will be reached via telephone or e-mail. Contact lists are maintained by the Executive Secretary to the President, who will coordinate

te any correspondence with these groups.

- Parents of students – an information control hotline or a dedicated line with taped updates on the situation will be established as well as use of the University's

web site.

- Local Community – if the situation has an impact on local residents, fliers can be distributed. If appropriate, meetings can be arranged with leaders of the neighborhood associations near

the University. Utilizing the University's web site is also an option. The Director of Public Relations will coordinate this.

- Mass Media – the Public Relations Office will prepare news releases for distribution

ion.
All
media
inquiries
will
be
directed
to
Public
Relations.

- Government Agencies – If government entities need to be informed, this will be handled only by the President's Office.

- Alert the media. Determine whether a news

conference and/or news release is an appropriate means of conveying information to faculty, staff, students, the news media and the public. The Director of Public Relations will determine logistics of the news conference, which will include when, where, and how the media will be contacted, which media will be contacted, who will supervise the news conference, who will appear, etc. (See Appendix I for list of News Conference Guidelines)

- Establish the Emergency Response Team Command Center. Determine whether the magnitude of the crisis merits establishing an

- Emergency Response Team Command Center (for security and college officials) and/or a Media Briefing Center (for larger gatherings of the media for briefings or press conferences).
- Photography – decide the need to assign videographers and photographers to take pictures of the scene. This may prove helpful in responding to media inquiries, the possibility of later litigation as well as documenting events. Determine the need to supply video footage from files. Decide whether to provide TV footage for immediate distribution. Determine whether it is appropriate to allow location shooting by TV and newspaper photographers. Determine when, where and who will accompany the media.
 - Radio responses. Discuss need to produce taped response for radio, or who to make available for radio sound bytes.
 - Identify any other individuals who may serve as spokespersons who might be made available to the news media. Assign a public information staff person to discuss with that individual the idea of making his/her “side of the issue” known to the media. Counsel individuals in terms of appropriate ways to deal with the media. (See Appendix II for Media

Relations Reminders.)	the crisis (fact sheet) and where to refer calls pertaining to the crisis.
- Working closely with Human Resources, determine strategy of internal communications to be used if the crisis affects college students and employees.	LOCATIO N PHONE NUMBER
- Discuss alternative or additional means of conveying information, including letters to parents of students or selected constituencies of the University, letters to newspaper editors, consultation with editorial boards, e- mail, and the University's web site.	Campus Main Number (215) 646- 7300 Student Information (215) 646- 5546 Human Resources (215) 646- 7300, ext 250 Public Relations (215) 641- 5576 Public Safety (215) 641- 5522
- The following locations, which receive high volumes of incoming telephone calls to the University, should be notified regarding the key facts of	- Consider establishing a rumor- control hotline and/or dedicated call-in line for media use. A dedicated line also could be used for taped telephone updates. Contact the Public Relations Office to arrange for a

recorded message or use the University's back-up telephone lines. Posting a message on the University's web site is also an option.

Counseling should attend but Counseling will maintain confidentiality and will not address or answer questions. Specific departments and/or individuals also may be requested to attend and participate, depending upon the nature of the crisis.

f. Aftermath

Following any crisis, appropriate action must take place to ensure that members of the University community receive needed information and assistance to help bring closure to the crisis as well as relief from the effects of the event. Attention will also be placed on identifying and implementing measures to improve the action plan used during the crisis.

Communications:

- Whenever possible, a public forum will be scheduled and coordinated by Public Relations to communicate details of the incident and events to all interested members of the University. The timeliness of this meeting is critical and every effort will be made to see that it occurs within three working days from the close of the crisis. Representatives from Public Safety, Student Services, Human Resources, and

- Immediately following a crisis, it is imperative that the University be sensitive to the needs of faculty, staff and students who may have been personally affected by the disaster. There may be a need to assist a victim or victims with obtaining information and/or referral to available resources. The Emergency Response Team will be responsible for notifying appropriate individuals within the following designated areas: Human Resources will be the contact for Administration/Staff, Academic Affairs will be the contact for Faculty, and Student Services will be the contact for Students. Representatives from these areas should follow up with their respective constituents to ensure needs are being addressed and to offer further assistance.
- The Emergency Response Team will meet within 10 days

following a crisis and review all actions taken as a result of the crisis to determine effectiveness and efficiency of operations and make any needed changes to the Emergency Communications Plan.

University employment handbook.

VII. SPECIFIC EMERGENCIES/DISASTERS AND PROCEDURES

a. Bomb Threat

Clean Up

- The Physical Plant Department is responsible for overseeing and implementing services necessary to clean and repair areas and facilities damaged as a result of a crisis. Physical Plant and Network and Communication Services contact numbers are supported 24 hours a day and procedures are in place for appropriate dispatch in response to any emergency.

A bomb threat could be received in the following ways:

- Telephone*
- Mail (regular mail or e-mail)
- In Person

* If a phone call is made, try and keep caller on the phone as long as possible. **DO NOT HANG UP AT THE END OF THE CALL.** Law Enforcement authorities may be able to trace the call.

Updates

This plan will be updated as needed. All members of the Executive Council will be sent drafts of revisions for review and approval.

The Emergency Response Team will be assembled periodically to discuss the Plan and any updates. The Vice President for Finance and Administration or his designee will serve as the Emergency Response Team chairperson and convene these meetings. Results of the meetings and revisions of the Plan will be documented. Copies of this plan will be included in the

Person receiving a bomb threat should ask the following questions:

- When will the bomb go off?
- Where is the bomb located?
- What type of bomb is it?
- Why has the bomb been made?

In the event that a bomb threat has been made, call Public Safety at ext. 21522 immediately. Security will then call the Police at 911.

Everyone involved will document the incident with as much detail as possible utilizing the form in Appendix IV.

If a suspect or a threatening letter is sent, do not touch once opened. If an e-mail is received, do not delete. This material may be preserved as evidence.

If a bomb threat is made in person, obtain as much information as possible including description of person delivering it, what was said, what person was carrying, etc.

Individual in charge will assume responsibility until the arrival of the Police.

Staff/students/faculty in the threatened area will be informed by Security. Security will be posted around the threatened areas to keep out all unessential persons.

Individual-in-charge will choose one of the following options

- Remain on standby until police arrive
- Search the premises as warranted (common areas)
- Evacuate the threatened areas

Security will notify the following individuals of the emergency and inform them who has assumed responsibility:

- Director of Public Safety and Security
- Vice President for Finance and Administration
- Vice President for Student Services
- Vice President of Institutional Advancement
- Director of Physical Plant

- Director of Public Relations

Evacuation – The decision to evacuate will be based on the threat information and will be made by the individual-in-charge. Evacuation will be conducted quickly and orderly by utilizing the fire alarm system when available.

Search of the Premises – The decision to conduct a physical search of specific campus building will be made by the individual-in-charge. The search team will include in-house staff that is familiar with the affected areas. The search shall be based on threat information regarding stated time bomb detonation and stated bomb location. In the absence of a specific location, a limited search shall be made of hallways, lobbies, restrooms, and public areas. If required, the Physical Plant Department will monitor all mechanical systems with the assistance of the Lower Gwynedd Fire Department and/or Police Department.

A final report of the incident will be made by Public Safety and filed in the Department.

b. Catastrophic Event

Remain calm and quickly follow the steps outlined below:

- If indoors, depending upon the event, seek refuge in a doorway, under a desk or table that will give you protection against falling glass or debris. Stay away from glass windows, shelves and heavy equipment.

- If outdoors, move quickly away from building, utility poles, and other structures. **Caution:** always avoid power lines as they may be energized
- After the effects of the event have subsided, notify the Public Safety and Security Department at extension 111 or in person if the telephone is inoperable. Give your name and describe your location and nature of the emergency/disaster.
- If necessary, or when directed to do so, activate the building fire alarm.
- When the building evacuation alarm is sounded, walk to the nearest marked exit, ask others to follow, and exit the building.
- Assist the physically challenged in exiting the building. Do not use the elevators in the event of a fire.
- Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crew.
- If requested, assist emergency crews.
- A campus emergency command post may be set up near the emergency/disaster site. Keep clear of the emergency command

post unless you have official business.

- Do not return to an evacuated building for any reason unless told to do so by a college official.

c. **Chemical or Radiation Spill**

In the event of a chemical or radiation spill, immediately notify the Public Safety and Security Department at extension 111. The Public Safety and Security Department will review the Material Safety Data Sheet to determine what action is to be taken. Additionally, Material Safety Data Sheets are maintained in each building containing chemicals.

The Public Safety Department has copies of all Material Safety Data Sheets at the main security desk in St. Brigid Hall.

The following procedures will be followed in the event of a chemical or radiation spill:

- When reporting to the Public Safety and Security Department, be specific about the nature of the involved material and exact location.
- The key person on site will evacuate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Public Safety and 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 Public Safety and Security Officer. Required first aid and cleanup by specialized authorities should start as soon as possible.

- If an emergency exists, activate the building alarm.
- When the building evacuation alarm is sounded, walk quickly to the nearest marked exit.
- Assist the physically challenged in exiting the building. The elevators are to be used only by the physically challenged during this type of emergency if fire alarm has not been activated.
- Once outside, move to a clear area at least 500 feet away from the affected buildings. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- A campus emergency command post may be set up near the emergency site. Keep clear of the emergency command post unless you have official business.
- Do not return to the evacuated building unless told to do so by a University official.

d. Civil Disturbance or Demonstrations

Most campus demonstrations such as marches, meetings, picketing, and rallies will be

peaceful and non-obstructive. All student related demonstrations are to be held in the courtyard outside of Keiss Hall which is close to Security and Administrative Offices. Notification is to be given to the Vice President of Student Services and coordinated by the Campus Facilities Coordinator. A student demonstration should not be disrupted unless one or more of the following conditions exists:

- Interference with the normal operation of the University
- Prevention of access to office buildings or other University facilities
- Threat of physical harm to persons or damage to University facilities

If any of these conditions exist, immediately notify the Public Safety and Security Department at ext. 21522. The Public Safety and Security Department will be responsible for informing the Vice President for Finance and Administration, Vice President for Student Services, Assistant to the President and the Dean of Students. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

- Peaceful, non-obstructive demonstrations
 - Generally, demonstratio

ns of this kind should not be interrupted. Demonstrations should not be obstructed or provoked and efforts should be made to conduct University business as normally as possible.

- If demonstrators are asked to leave but refuse to leave by regular facility closing time arrangements will be made by the Director of Public Safety and Security to monitor the situation during non-business hours. Determination will be made at this time whether or not to treat the violation of regular closing hours as a disruptive demonstration.

- Non-violent, Disruptive Demonstrations

- Should a demonstration block access to University facilities or interfere with the operation of the University, the following guidelines will be followed.

1. Demonstrators will be asked to terminate the disruptive activity by the pertinent Vice President or his/her designate.
2. The Vice President for Student Services will consider having a videographer available.
3. Key University personnel and student leaders will be asked by

- the pertinent Vice President to go to the area and persuade the demonstrators to desist.
4. The pertinent Vice President or his/her designate will go to the area and ask the demonstrators to leave the area or to discontinue the disruptive activities.
5. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in expulsion or possible intervention by civil authorities.
6. Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including videos/photographs.
7. After consultation with the President, Vice President involved and Director of Public Safety and Security, the need for an injunction and intervention of civil authorities will

be determined.

8. 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.

and pertinent Vice President who will consult to see if the local Police Department is to be called.

- The Director of Public Safety and 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.

- Violent, Disruptive Demonstration

- In the event a violent demonstration in which injury to persons or property occurs or appears eminent, the Public Safety and Security Department will immediately notify the President

E. FIRE: IF YOU COME ACROSS A FIRE SITUATION, FOLLOW THE RACE PLAN

R: REMOVE
 A: ALARM
 C: CONFINE
 E: EXTINGUISH

- Department of Public Safety and Security will:

Upon receipt of a fire report in a campus building will proceed to the scene immediately. If fire or smoke is visible, or the scene indicates that the fire is part of a potentially dangerous nature, proceed in the following manner:

- Sound the fire alarm immediately
- Dial 911 via radio or telephone and give specific details
- Clear all rooms, being certain that occupants have closed doors and have definitely left the building. If caught in smoke or heat, stay low,
- Where the air is better. Take short breaths through your nose until you reach the fire exit.
- Vacate the building and do not allow anybody to re-enter.
- Place other officers or Physical Plant employees at all entrances and ensure that no one enters other than authorized persons.
- Notify appropriate University Officials.
- Establish fire line at least 75-100 feet

from all fire or fire fighting operations and keep spectators away.

- Upon arrival of the fire department, station one officer with the chief fire officer to carry out his/her instructions.
- Report to college officials upon their arrival.
- Note all times and facts pertinent to the incident.

Fire in Resident

Hall

Security will notify RA's, Resident Director and Associate Directors who will then assist Public Safety and Security in the following manner:

- Make certain that alarms have been activated
- Check all rooms, including lounges and bathrooms, to ensure everyone in the hall has vacated the building

- Help any disabled persons who may need assistance
 - Report to a predetermined location and take roll to account for all hall residents
 - Make certain that there are no injuries, burns, or smoke inhalation and immediately report same to the Senior Resident Life representative present
 - Accompany evacuees to nearest building that can accommodate them. Instruct students to stay in the building out of the Fire Department's way.
 - Remain with hall group
 - In the absence of the Resident Assistant, the Hall Group Fire Marshall shall assume these responsibilities.
 - Do not use the elevators in a fire
- emergency –
USE STAIRWAYS
- Stay in close proximity of the fire site to assist fire, police and college officials.
 - Assist campus security to establish a fire line at 75 to 100 feet from all fire or fire fighting operations, check rooms and keep students from re-entering the building.
 - Assist with crowd control

F. Evacuation of Persons with Disabilities

If a fire or chemical emergency or elevator shut down occurs in a University building, the Security supervisor shall immediately check the Persons with Disabilities Residence Hall List, Class Schedule or Persons with Disabilities Faculty and Staff List. Proceed to that classroom, resident hall or office building with the area Security Officer to assist any persons with disabilities in their access or egress from the building involved in the emergency or elevator shut down. The Security Supervisor and area patrol officer should take wheelchair bound persons to the closest fire stairwell and

await arrival of municipal emergency personnel who will remove the wheelchair bound person. Elevator shut downs will require the Supervisor and the officer to assist the wheelchair bound person. Sight or hearing impaired students; faculty or staff members shall be escorted down the fire stairs in an orderly fashion.

G. Utility Failure

General

- In the event of a major utility failure occurring during regular working hours, immediately notify the Maintenance Department at ext.21 419 and Public Safety at ext. 21522.
- If utility failure occurs in a Resident Hall after hours, immediately notify the Public Safety and Security Office at ext. 21522 or ext. 111. The Public Safety and Security office will notify the Director of Physical Plant and the Maintenance Supervisor on duty.
- If there is a potential danger to building occupants, or if the utility failure occurs after normal hours, weekends, or holidays immediately notify the Public Safety and Security Department at ext. 21522 or ext. 111. The Public Safety and Security Department will immediately notify

the Director of Physical Plant and the Maintenance Supervisor on duty.

- If an emergency exists, activate the building alarm and dial ext. 111, and 911.
- When the building alarm is sounded, walk quickly to the nearest marked exit and alert others to do the same.

Specific

Elevator Failure

- If you are trapped in the elevator, activate the emergency alarm located on the front panel.

Plumbing Failure/Flooding

- Cease using all electrical equipment. Notify the Public Safety and Security Department at ext. 522. If necessary, vacate the building.

Gas Leak

- Cease all operations. Notify the Public Safety and Security Department at ext. 111. Do not switch on lights or any electrical equipment. **Remember: electrical arcing can trigger an explosion.** If necessary, vacate the building.

Ventilation Problems

- If there is smoke or odors from the ventilation system, immediately notify the Public Safety and Security Department at ext. 111 or the Maintenance Department at ext. 419. **Cease all operations and if necessary vacate the building.**
- Assist the physically handicapped in exiting the building. **DO NOT USE THE ELEVATORS.**
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- A campus emergency command post may be set up near the emergency site. Keep clear of the command post unless you have official business.
- Do not return to an evacuated building unless told to do so by a University official.
- Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
- If you are a victim or witness to any on-campus offense, avoid taking risks.
- Promptly notify the Public Safety and Security Department and include the following information:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved
- If you observe a criminal act, or whenever you observe a suspicious person on campus, immediately notify the Public Safety and Security Department.
- Assist the security officers when they arrive by supplying them with all additional information and ask others to cooperate.
- Should gunfire or discharged explosives hazard the campus, seek cover immediately using all available concealment.

H. Violent or Criminal Behavior

In the event of criminal behavior is observed, immediately notify the Public Safety and Security Department at ext. 111 or ext. 21522.

- **If taken hostage:**

- Be patient. Time is on your side. Avoid drastic action.
- The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally unbalanced. Don't make mistakes that could hazard 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. Treat the captor like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments.

Expect the unexpected.

- Be observant. If you are released or escape, the personal safety of others may depend on your memory.
- Be prepared to answer the telephone or speak with the police. 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 captors, in all probability, do not want to harm persons held by them.

I. **Mental Health Crisis**

A mental health crisis is an event involving the emotional distress or dysfunction of an individual or group. Examples of mental health crisis are:

- A person attempting or threatening to attempt suicide
- A person acting in a bizarre or uncontrollable manner

- A person who is extremely upset due to a specific event
- A crisis affecting part or all of a community

If the student presents an immediate threat of physical harm to himself/herself or others, the Counseling Services will be notified as well as the Public Safety and Security Department at extension 111. The Department of Public Safety and Security will contact a member of the University Counseling Services and the Resident Life Staff member on duty if aware of the situation first.

In all other mental health emergencies, the staff or faculty member who discovers the situation should contact Counseling Services. Inform the staff member who answers the phone that this is crisis situation and ask for the Director of Counseling Services. If the Director is out of the office, another Counselor will respond. Every effort will be made to ensure that a counselor meets with the student immediately of as soon as possible.

If during normal working hours, an employee is involved in a crisis, the Human Resources Director will be notified. Counseling would be available for debriefing support and/or referral.

J. Death of a Student

If there is a death of a student on campus, the following guidelines will be followed:

- The Vice President for Student Services will immediately notify the President.

- Immediately notify the Department of Public Safety and Security. The security officer on duty will immediately notify the Director of Public Safety and Security or his Assistant who will make all further notification. The Security Officer will not notify anyone else unless directed by the Director of Public Safety and Security and or his Assistant. In the event that they cannot be notified.

- The Department of Public Safety will immediately notify the Vice President for Student Services who will direct the Counseling Center with their specific duties and responsibilities.

- The Department of Public Safety and Security will cordon off the area and preserve all evidence.

- The Director of Public Safety and Security and Vice President for Student Services will make a visual positive identification of the student.

- The Vice President for Student Services will make the death notification to the next of kin. If this is not possible, the local police department nearest the next of kin

will make notification.

- The Vice President for Student Services will engage the support of Campus Ministry.
- The Department of Public Safety and Security and the Office of Student Services will assist the local police department and coroner in their investigation.
- Extreme caution should be taken as the news media and other agencies may be calling or entering the college requesting information. It is imperative that only the Director of Public Relations speaks to these agencies.
- The Vice President for Student Services in consultation with Counseling Services will draft a statement for release to the University Community and tell students living in close living proximity to the deceased.
- The Director of Residence Life or designee will assist the family in removing belongings from student's room.

the following guidelines will be followed:

- Immediately notify the Department of Public Safety and Security. The security officer on duty will immediately notify the Director of Public Safety and Security who will then notify the Vice President of the area.
- The Department of Public Safety and Security will call 911.
- The Department of Public Safety will cordon off the area and preserve all evidence.
- The President or designee will notify the next of kin. A University representative will be appointed to assist the next of kin in making arrangements for removing items from his/her office. All literature and advertisements should no longer be mailed to the next of kin.
- The Department of Public Safety and Security will assist the local police department and the coroner in their investigation.
- The Director of Human Resources should be in contact with the next of kin for insurance purposes.

K. Death of an Employee

If there is a death of an employee found on campus,

- The Director of Human Resources will engage the support of Campus Ministry.
- Extreme caution should be taken as the news media and other agencies may be calling or entering the college requesting information. It is imperative that only the Director of Public Relations speaks to these agencies.

L. Severe Weather Procedure

The protocol for weather emergencies calls for the Vice President of Academic Affairs (VPAA) in consultation with the Vice President for Student Services (VPSS), to make decisions regarding class cancellations and/or campus closings.

Security will assess the campus (and local) conditions and security will communicate with the VPSS. The VPSS will contact the VPAA with pertinent information and together they will decide about class cancellations and/or campus closings. The VPAA will contact the President. The VPSS will contact the media. The VPAA will record a voicemail message. The phone chain will be initiated. When Public Relations are notified via phone chain, Public Relations will prepare a message for the web page.

The Public Relations office has contacted KYW and learned that GMC can tailor its message for inclement weather notification to convey whatever message the college deems appropriate.

There is a distinction between class cancellation and campus closing.

- It is the responsibility of the Security Supervisor on duty to monitor the weather conditions during inclement weather.
- In the event of snow or icy conditions, security will be responsible for contacting the appropriate management representatives and informing them regarding the situation. Management representatives will provide additional instructions in order to coordinate closing/opening procedures.
- Normally rain would not be regarded as a problem, but during heavy rains, the campus may experience flooding, water leaks, and power outages. In the event of a problem associated with the rain, security is responsible for contacting the appropriate management representative and informing them of the situation. Management representatives will provide additional instructions in order to coordinate appropriate action.

- During a natural Disaster, e.g. hurricane, flood, the campus may experience wind damage, power failures, water damage, and/or building damage. In the event of a problem associated with a natural disaster, security is responsible for contacting the appropriate management representative and informing them of the situation. Management representatives will provide additional instructions.

- Weather updates related to school opening/closing will be announced beginning at 6:30 a.m. for day classes and 2:00 p.m. for evening classes on the following stations:

- **KYW (1060 AM)**
- **1-900-737-1060 @ \$.95**
- **KYW1060.COM**
- **KYW-CH3 TV**

GMC's code number for day classes (8:00 a.m. – 2:30 p.m.) is 344

GMC's code number for evening classes (3:00 p.m. – 7:15 p.m.) is 2344
 CLL's code is 1119

Updates can also be found on the University's web page

at gmercyu.edu as well as a prerecorded message on the University's main phone (215-646-7300).

M. Terrorism

Terrorism is the use of violence, or the threat of violence, to create a climate of fear, in a given population. Terrorists target ethnic or religious groups, governments, political parties, corporations and media enterprises. Organizations that engage in acts of terror are almost always small in size and limited in resources compared to the populations and institutions they oppose.

Through publicity and fear generated by their violence, terrorist groups seek to magnify their influence and power to affect political change on either a local or an international scale.

Who is a Terrorist?

A terrorist is anyone who creates a climate of fear in a given population by the use of violence or the threat of violence. A terrorist could be your best friend, fellow classmate, business associate, or your neighbor.

Types of Terrorism:

- Physical Terrorism – the physical destruction of property and/or the taking of a human life. September 11,

2001 is an example of physical terrorism that not only destroyed property and took human life, but also had a psychological effect on the population as a whole.

- Psychological Terrorism – Relies on instilling fear in others and taking away the basic freedoms/rights that we take for granted on a daily basis. It can be as simple as being afraid to open our mail, to go out in public, or to travel. Psychological Terrorism affects everyone differently and can have long lasting effects.
- Technological Terrorism – Taking advantage of technology to disrupt, destroy, or hamper the use of today’s technology. Computer viruses are a perfect example of technological terrorism. A simple, well-written virus can bring the world to its knees by disrupting computer usage around the world.
- Chemical or Biological Terrorism – Chemicals, diseases and nuclear waste could be used as weapons of mass destruction, but producing the infectious agents, toxins, or chemicals and then disseminating it in the

air, water or food would be a daunting challenge.

Preparing for Terrorism

- Be aware of your surroundings
- Take precautions when traveling
- Leave the area if you feel uncomfortable
- Know the location of emergency exits
- Assemble a disaster supply kit
- Know the location of fire extinguishers
- Be prepared to “shelter in place”

In the Event of an Incident

- Stay calm
- Leave the area of impact
- Seek safe shelter
- Remain orderly
- Listen to University Officials
- Listen to Public Safety Officials
- Listen to Police Officers
- Listen to Fire Department Officials

Commitment to Prior Planning

- Representation on City Task Force
- Emergency Preparedness Task Force
- Enhanced communications – 911
- Staff training and development
- Mutual aid agreements

N. Shelter in Place

Normally evacuation is the most common protective action taken when an airborne hazard, such as smoke or noxious odor is found in a building. In most cases, existing plans for fire evacuation are applicable for evacuation in response to an internal hazardous material release.

Building evacuation may not be the best course of action for external hazardous materials release, particularly one that is widespread such as a local tanker car chemical explosion. If the area is enveloped by the plume of hazardous material or is too large to exit rapidly, individuals should “shelter in place”. The advantage of sheltering in place is that it can be implemented more rapidly than evacuation.

The Public Safety Officers and other emergency responders will communicate by word of mouth, phone, electronic communications, and through the use of bullhorns the directive to “shelter in place”.

“Shelter in Place” requires two distinct actions to be taken without delay to maximize the passive protection a building can provide.

The first action is to reduce the air exchange rate of the building before hazardous plume arrives by closing all windows and doors and moving to the interior of the building. The Facilities Department will respond by disabling the buildings HVAC system.

When the all clear signal is given the second action will be

to increase the air exchange rate of the building as soon as the hazardous plume has passed, by opening all windows and doors and enabling the HVAC system.

The level of protection that can be achieved by sheltering in place is substantial versus direct exposure. Turn on a radio or television, if available, to stay informed of developments. If eyes, nose or throat become irritated, protect your breathing by covering your mouth and nose with a damp cloth and take shallow breaths. Stay calm.

Do not leave the building until you receive official notification that danger has passed.

In the event of an airborne attack, individuals should be prepared to “Shelter in Place”. Close all windows and doors, seal door cracks, and proceed to an internal building area, such as an interior office or hallway.

Once your work area has been sealed, notify/assist others in the area to do the same. Stay sheltered in place until the all clear signal is given.

When entering a building once an emergency has been declared, individuals who may have been contaminated by a foreign substance must seek shelter in the closest men’s or ladies room. Emergency personnel will be directed to search 1st floor restrooms.

O. Explosion

- Know the location of emergency exits

- Review Emergency Evacuation Procedures
- Know the location of fire extinguishers
- Do not panic – Remain Calm
- Do not use elevators
- Stay away from windows
- Immediately evacuate the building
- Go to a “Safe Zone” at least 100 feet away
- Seek Emergency Shelter

P. Public Health Crisis

Gwynedd-Mercy University will follow recommendations from the Health Department responsible for monitoring the pandemic including the cancellation of classes or the closing of campus.

Essential Personnel

- Vice President of Student Services
- Vice President of Finance and Administration
- Vice President for Academic Affairs
- Director of Campus Health
- Director of Public Safety and Security
- Director of Resident Life
- Director of International Student Services
- Director of Public Relations
- Director of Physical Plant
- Manager of Food Services
- Note: Please refer to the Emergency Response Team Phone Tree for communication directives.

Pandemic Threat

Level 1 – Confirmation of a case in the United States

Level 2 - Confirmed case in Tri-state (Delaware, Southeastern PA, and New Jersey) area

Level 1 - Director of Public Safety will notify essential personnel, and Public Relations will campus-wide notices. Public Relations in conjunction with Institutional Technology will be responsible for sending out updated information, and in consultation with the Directors of Campus Health and Public Safety, send out any precautionary information.

Level 2 – Director of Public Safety will notify essential personnel, and communicate with the Response Team. Public Relations will send out campus notices, updated information, and in consultation with Campus Health, send out precautionary information. The Campus community will be notified as often as updates are available. **Gwynedd-Mercy University will clear campus within 48 hours unless otherwise directed by the Montgomery County Health Department.**

The Director of Public Safety will be the University Liaison with county agencies. If the County Agency is not forthcoming with a quick response regarding directives to address Level 2 crisis on our campus, the Vice President for Student Services and the Vice President for Finance and Administration will work in concert with the Vice President for Academic Affairs to assess campus needs and address our crisis.

Q. Power Outage Procedures

Whenever there is a power outage on campus, however small, the following Departments and personnel will be notified:

Department of Natural Science and Math-

@ campus ext. 21110

ITS Department

© 267-346-0444 or campus ext.

21464

Physical Plant

Supervisor on Duty © 610-281-5125

R. Oil and Motor Fuel Spills

Whenever there is an oil or motor fuel spill occurring on campus, the Campus- Spill Prevention, Control and Corrective Measure (SPCC) Plan will be followed. This plan will be kept in the Physical Plant office.

S. Water main break

If a water main break occurs on campus:

- Contact Public Safety.
- Public Safety will contact the Physical Plant Director.
- Public Safety will contact the Vice President for Finance and Administration.
- Physical Plant will assess the situation and determine a proper course of action.
- Physical Plant will establish a perimeter if it is determined to be necessary.

- Vice President for Finance and Administration and Physical Plant Director will determine what course of action is required to correct the break and limit the impact on routine activities.

- If the break effects the operation of fire suppression systems, the Public Safety Director will notify the Montgomery County Emergency Operations Center and the Fire Department and advise them of the interruption of service and the corrective actions being pursued.

- If the break impairs the fire suppressions systems, the Public Safety Director will determine if evacuation of the facility is required. In the event that an evacuation is ordered, Public Safety and the Resident Life Staff will assist with the evacuation.

- If the break will create a long term impairment of service, The Physical Plant Director will consult with the Directors of the effected areas and the Vice President for Finance and Administration and determine what course of action should be pursued.

- The Vice President for Finance and Administration will arrange for communication to the campus community and will advise them of the status of the campus as a result of the impairment.

- The Vice President for Finance and Administration will arrange for a water supply to residence halls and Housing and Food

Services food preparation facilities in the event of a long term interruption of service.

- The Vice President for Finance and Administration will communicate to the campus community when routine operations will be resumed.

speech so they are not irritated by having to take unnecessary notes.

7. Check to see what else is happening on campus or in the community before scheduling a press conference.
8. Consider whether or not you need to let other organizations and agencies know you are having a news conference.
9. Decide who will maintain control at the news conference, i.e. where camera are set up, who sits where, etc.
10. Try to plan the length of the news conference, but be flexible.
11. Consider the time of the news conference. If you want to make the noon, 5:00 p.m. or 11:00 p.m. TV and radio news, you need to allow time for crews to travel and edit tape.
12. If you are going to set restrictions on an event, such as limited photo access, try to put the restrictions in writing and communicate to the media at least 24 hours in advance.

APPENDIX I

News Conference Guidelines

1. When you notify media of news conferences/availabilities, be sure to define what kind of event you are having. News conferences are held to announce something for the first time. Press availabilities are held simply to make individuals available to answer questions or demonstrate something.
2. Do not call unnecessary news conferences. If it is not worth their time, the media will only be angered.
3. When holding a news conference, try to tell the media in advance some details of what you will be announcing.
4. Gauge the size of your crowd carefully when reserving a room. It's better to have too much than too little space. Make sure microphones, chairs, lighting and water are in place at least 30 minutes prior to the event.
5. Decide format in advance. (I.e. who will introduce speakers, who decides when question/answer period ends, etc.)
6. Decide in advance whether handouts are needed. If speaker is giving a talk for which there is a text, you may want to wait and hand out materials after the talk so the media will stay and listen. However, it is advisable to tell the media you will provide a text of the

APPENDIX II

Media Relations Reminders

1. Always return media calls. The more cooperative you appear, the better.
2. Communicate with the media; talk to them as well as listen to them. During crisis time, you may learn a great deal from the media that can be useful to you in further dealing with the crisis.
3. Avoid antagonizing the media. A short tone of voice at a press conference, during a phone call, or elsewhere can affect your future relationship with an individual or other media who may hear the conversation.
4. Consider establishing a dedicated call-in phone line that will offer information to media or others. Information on news conferences, rumor control information, newly acquired information etc. can be placed on a tape that can be updated. This is particularly useful when regular phone lines are tied up with calls. Utilizing the University's web site is also an option.
5. Consider how information you release to media may affect other agencies, businesses or individuals. If you say things that may result in media calling other agencies, call those agencies first to warn them of impending calls.
6. When talking to the media, be sure to give credit to other agencies, groups or individuals working on the crisis, including your own staff.
7. Try to be proactive with new information. Even though things may be frantic, if you acquire new information regarding the crisis, reach out to the media.

APPENDIX III

Disaster Resources

Lower Gwynedd Township Police Department
(215) 646-5303 or 911
www.lowergwynedd.org/police/
John Scholly

North Penn Fire Company
(215) 699-4337 www.northpennfire.com
(Chief: William Goltz)

Wissahickon Fire Company
(215) 646-1266 www.station7.org
(Chief: Anthony Minio) Al Comly

Ambler Ambulance
(215) 643-4111 www.amblerambulance.org

PA State Police
(610) 584-1250 www.psp.state.pa.us
Commissioner Colonel Jeffrey Miller

Montgomery County Health Department
(610) 278-5117
<http://health.montcopa.org/health>

Abington Memorial Hospital
(215) 481-2000
<http://health.montcopa.org/health>
(Norristown)
(610) 278-5117 www.amh.org

Central Montgomery County Hospital
(215) 368-2100 www.cmmc_uhs.com

American Red Cross
(215) 348-8161 www.redcross.org

PA Department of Transportation
(717) 787-2838 www.dot.state.pa.us

Salvation Army
(215) 536-5566 www.salvationarmyusa.org

Federal Emergency Management Agency
(800) 462-9092 www.fema.gov

County Emergency Management Agency
(610) 631-6530 www.montcopa.org/eoc

Local Television Stations

NBC
(610) 668-5510 www.nbc10.com
ABC
(610) 878-9700 www.6abc.com
CBS
(610) 238-4700 www.cbs3.com
FOX
(610) 925-2929 www.foxnews.com
WNPV- Lansdale
(215) 885-8211 www.wnpv1440.com

Local Radio Stations

KYW
(610) 238-4912 www.kyw1060.com

Toxic Chemical and Oil Spills
(800) 434-7701
(Environmental, Health & Safety Online)
(800) 424-8802 www.ehso.com/emergency

Poison Control Center (national)
(215) 386-2100 www.aapcc.org

(800) 222-1222 Emergencies

Center for Disease Control
(800) 311-3435 www.cdc.gov

(404) 639-3311

Haz Mat
911 hazmat.dot.gov
Al Comly

CLL Fort Washington
(215) 643-8458 www.gmc.edu
CLL Philadelphia
(215) 923-8701

Time Caller Hung Up: _____
Additional Information: _____

Action to take immediately after the call:

1. **Notify Public Safety at ext. 21522**
2. **DO NOT talk to anyone about the call unless instructed to do so by Public Safety or Administration**
3. **Be prepared to talk to law enforcement if that becomes necessary**
4. **Document incident using as much detail as possible**

3. Apprehend offender(s) with the amount of force that is reasonable given the circumstances.
4. Secure available evidence to assist in the appropriate disposition of the offender(s).

Appendix V

ACTIVE SHOOTER

- I. Purpose
 - A. The objectives of Campus Public Safety in dealing with incidents of mass shootings, barricaded subjects, and hostage situations are to:
 1. Secure safe release of any hostages involved.
 2. Minimize risk to uninvolved people and police personnel.

II. General Discussion

- A. The following procedure is presented as a guideline that personnel should use when confronted with a confirmed barricaded person, sniper, hostage, or mass shooting situation. It is based on the premise that safety is paramount and application of force is to be considered as the last alternative within a range of reasonable solutions.
- B. It is impossible to set forth the exact procedures personnel should follow in every situation. It is, however, expected that they will exercise their best judgment in applying these guidelines to specific cases.

III. Definitions

- A. Hostage Situation: An incident in which one or more persons take and unlawfully hold other persons against their will with the use or threatened use of force. The offender(s) may subsequently make demands to secure freedom or other items using the hostage(s) as a

bargaining tool. Generally the location of the hostage(s) and offender(s) will be known (contrasted with a kidnap incident).

- B. Barricaded Person/Sniper: An incident in which one or more persons take refuge at a location and either use or threaten use of force to repel attempts to apprehend them. The person may subsequently make demands to secure freedom or other items. Generally this situation differs from a hostage situation only in that a hostage has not been taken.
- C. Mass Shooting: An incident in which one or more persons inflict death or grievous bodily harm on multiple victims, in multiple consecutive acts, by means of firearm(s) or other deadly weapons. These incidents generally occur at a targeted physical location against multiple random victims. May include use of explosive devices by the offender(s).
- D. Rapid Response: Training in tactics and techniques related to patrol officers and supervisors responding to life threatening situations (typically mass shootings) prior to arrival of specialized emergency services teams. The purpose of rapid response is to allow a more immediate police response to containment or termination of continued life threatening actions by offenders.

- E. Rapid Response Team: Formation of patrol officers and supervisors, trained in rapid response tactics, into three to five man response teams. Each team is ideally composed with one supervisor, one carbine, one shotgun and the remainder with semi-automatic pistols. The purpose of the team is to contain or terminate continued life threatening actions by offenders.

- F. Rescue Team: Formation of patrol officers and supervisors, trained in rapid response tactics, into three to five man rescue teams. The purpose of the team is to enter areas cleared by response teams to aid in evacuation of bystanders and allow for medical treatment of injured persons.

IV. Actions of first response officers

- A. Officers subject to attack should make personal safety their primary consideration. If not injured or incapacitated, they should remove themselves from the immediate vicinity to a location of cover and, if possible, a location suited to initial security of the perimeter.

- B. The officer should inform Communications of the incident, providing concise information regarding the incident.

- C. The individual officer should not attempt to apprehend the offender(s) unless circumstances indicate apprehension can reasonably be made.
 - D. Officers actions should be directed toward sealing off the area from pedestrian and vehicular traffic, containment of the incident by establishment of an inner perimeter and, if possible, evacuation of the area.
 - E. Officers should attempt to obtain as much intelligence information as possible.
 - F. In incidents of mass shootings, where offender(s) continue to perform repeated acts inflicting death or great bodily harm after police arrival, a reasonable effort should be made by first responding police officers to engage the offender in a manner which will result in ceasing further danger to public safety and in apprehension of the offender(s). It is recommended, if circumstances allow a reasonable engagement of the offender(s) by first responding officers, that the engagement involves not less than three police officers. If possible, officers who have been trained in rapid response techniques will be used to comprise an entry team. If additional officers are available they shall be deployed to entry teams and rescue teams as needed. Entry and rescue teams shall be comprised of officers trained in rapid response techniques when possible. The primary purpose of the entry team is to prevent further loss of life by containing the hostile shooter(s) or engaging and terminating the life threatening behavior of the hostile shooter. The primary purpose of rescue teams shall be to evacuate personnel and allow removal and treatment of any injured persons. The totality of the circumstances must be evaluated by Command Police Personnel and Campus Officials in the decision making process. Existence of possible explosive devices should be considered. The purpose of the engagement by initial officers shall be to stop the life-threatening actions of the offender(s), to contain the incident, to allow for evacuation of citizens, and to allow removal and treatment of any victims.
- V. St. Brigid Security Desk Actions
 - A. If the report is received by the dispatcher, obtain concise information regarding the location, number of offenders, weapons involved, injuries, and number of hostages.
 - B. Notify the shift supervisor who will make the appropriate emergency notifications. (See

Emergency Response Manual).

- C. Dispatch all available units to secure the area and establish a perimeter.
- D. Notify the Lower Gwynedd Police Communications Center that a confirmed hostage, sniper, barricaded subject, mass shooting incident has occurred and provide concise information regarding the location, number of offender(s), type(s) of weapon(s) involved, injuries, location of Campus Security personnel and location of any command center, if established. Provide the location for staging of responding emergency personnel (police, fire, paramedic, County Bomb Squad). Provide initial locations where perimeter control is needed, if known.
- E. Immediately dedicate a radio channel for use of personnel involved.
- F. If a call is received from a hostage taker, do not engage in any negotiations. Attempt to obtain a method for contacting the hostage taker (telephone number) which can be used by responding hostage negotiators.
- G. Make the following notifications as time permits:
 - 1. Public Safety Director
 - 2. V.P. for Administration and Finance

- 3. V.P. for Student Services
- 4. Director of Physical Plant
- 5. Director of Public Relations
- 6. V.P. for Academic Affairs
- 7. Others who may need notification depending on the situation

VI. Shift Supervisor Actions

- A. Establish an inner perimeter, evacuate the area, identify a staging area for responding emergency personnel, and establish a command center as possible.
- B. Coordinate GMU response with the on-scene commander of police.
- C. Secure the scene of any post incident situation to preserve evidence integrity.

VII. Training

- A. The University shall periodically conduct multi-jurisdictional scenario-based training in the areas of active shooters, barricaded subjects and hostage situations.