



LOCK HAVEN UNIVERSITY OF
PENNSYLVANIA

Emergency Response Guide

401 North Fairview Street

Glennon Infirmary Building

Lock Haven, PA 17745

Phone: 570-484-2278

Fax: 570-484-2522

Director, Paul J. Altieri

This information is being disseminated to assist University employees and students in responding to a variety of emergency situations, which they may confront at Lock Haven University while working, attending classes or events, or living on campus.

A printed copy of this manual should be maintained by all members of the University community in areas where the guide will be readily available should an emergency occur. Employees and students are encouraged to bookmark this webpage www.lhup.edu/publicsafety for future reference.

Please become familiar with the contents of this guide. In the event of an emergency, it is designed to serve as a quick reference for effective action. New employees and students should be made aware of the manual during orientation. If there are any questions or comments regarding this manual, please contact the Director of Public Safety at extension 2278

The University Police are available 7 days a week and 24 hours a day to respond to any emergency which may occur on the Lock Haven University campus. The Public Safety Department emergency phone number is 711 for on-campus use only. This is not the 9-911 county emergency phone number.

Emergency Phone Numbers	
Fire-Police-Ambulance	9-911
Lock Haven University Main Campus-Off Campus	(570) 484-2278
On Campus	2278
On Campus-Emergency	711
Lock Haven University-Clearfield Campus	814-768-3414
Lawrence Township Police Department	814-765-1647 or 814-765-1533
Lock Haven University Facilities Office-Off Campus	(570) 484-2017
On Campus	2017

- Your information is not shared with or sold to third parties.
- The "opt out by" field is the date your service automatically expires. Select the first available date after you wish to discontinue service.
- You have the option of registering 2 mobile phone numbers and 2 Email

addresses.

To sign up for the e2Campus Alert System go to the Lock Haven University web page at www.lhup.edu, click on the cell phone icon (picture on left) and complete all fields to register. LHU Domain1 username and password is required. Please remember your service provider may charge standard text message fees. Lock Haven University is not responsible for these charges.

Emergency Operations Levels

Level 1 (Minor) Emergency:

An incident which will not seriously affect the overall functional capacity of the University. This emergency can be handled using internal resources.

Level 2 (Major) Emergency:

An incident affecting an entire building or buildings, a major portion of the campus, or the entire campus, seriously impairing or halting University operations. Outside emergency services may be required, as well as significant efforts from campus support services.

Level 3 (Disaster) Emergency:

Mass casualties and severe property damage may be sustained. This includes on-campus or off-campus emergencies that may require the evacuation of all or part of the University population. This level of emergency will disrupt the overall operations of the University and will most likely require assistance from outside emergency response agencies. Coordinated response efforts from campus support services as well as major policy considerations and decisions may be required to respond to the emergency. [In all cases of disaster, an Incident Command Post will be activated, and the appropriate support and operational plans will be executed.](#)

Active Shooter Response Guidelines

College and University campuses are no longer immune to serious or violent crime. In the aftermath of several colleges/universities shootings, it is imperative that we provide students, staff and faculty with protocols on how to respond during potentially violent criminal attacks on campus.

1. This situation is a barricaded suspect(s) or an outdoor movement situation where the suspect(s) is actively discharging a firearm at Law Enforcement or Community members and or randomly firing into an area where it is reasonably expected that persons could be struck by the suspect(s) fire. These situations leave little or no time for proper planning and normally require first arriving Law Enforcement units to take immediate action to end the danger
2. The Lock Haven University Police Department has adopted nationally accepted law enforcement response procedures to contain and terminate such threats, as quickly as possible. The following information regarding law enforcement response will enable you to take appropriate protective actions for yourself. Try to remain calm as your actions will influence others. The following instructions are intended for incidents that are of an emergent nature (i.e., imminent or in progress).

Response to Potentially Violent Criminal Behavior

1. If you see or know that a person has a firearm on campus or if you hear shots fired on campus or if you witness an armed person shooting people, protect yourself first - move to a safe location.
2. As soon as possible, call the police by dialing 911 or 2278 when using a campus phone or use a campus Emergency Blue Light Phone if available and safe.
3. Tell the dispatcher your name, location, phone number and describe the situation you are reporting: who, what, when, where, how and why (if known). Is anyone hurt or injured?
4. If possible, alert others in the immediate area about the current situation.

Active Shooter Incident

1. An active shooter can be described as a person who causes death or serious bodily injury through the use of a firearm. This is a dynamic situation that usually evolves rapidly and demands an immediate response from law enforcement officers to terminate the life-threatening situation. The immediate response of the first officers on the scene is to take aggressive action to find and stop the shooter or shooters.

Active Shooter Response

1. Officers from Lock Haven University Police Department, Lock Haven City Police Department, Clinton County Sheriff's Office, Mill Hall Police Department and Pennsylvania State Police will likely be the first to respond to the scene. As they move into the affected area, rescue efforts will be delayed until the shooter is located and stopped or no longer a threat to life safety.
2. If you are wounded or with someone who is wounded, these officers will bypass you to search for the shooter. Rescue teams will follow shortly to aid you and others.
3. To assist the police, please stay calm and patient during this time, and do not interfere with police operations. If you know where the shooter is, and/or have the shooter's description, tell the police.
4. When you encounter the police, keep your hands empty and in plain view at all times. Listen to their instructions and do exactly what they say. If you are evacuating, carry nothing that could be mistaken for a weapon.
5. Rescue teams will follow shortly after the first responding officers enter the building. They will attend to the injured and remove everyone safely from the area.

If the shooter is outside your building

1. Turn off all the lights, close and lock all windows and doors. If you cannot lock the door, try to block the door with desks and chairs.
2. If you can do so safely, get all occupants on the floor and out of the line of fire.
3. If you can do so safely, move to the core area of the building and remain there until the police tell you it is safe to leave. Do not respond to commands until you are certain they are issued by a police officer.
4. Move to a core area of the building, only if safe to do so, and remain there until police give the "all clear" sign. Unknown or unfamiliar voice may be the shooter's method of giving false assurance. Do not respond to commands until you are certain they are issued by a police officer.

If the shooter is inside your building:

1. If it is possible to escape the area safely and avoid danger, do so by the nearest exit or window. Leave in the room books, backpacks, purses, etc.
2. As you exit the building, keep your hands above your head and listen for instructions that may be given by police officers. If an officer points a firearm at you, make no movement that may cause the officer to mistake your actions for a threat. Try to stay calm.
3. If you get out of the building and do not see a police officer, attempt to call the police by dialing 911 or 2278 from any campus phone or use a campus Emergency Blue Light Phone if available and safe. Tell the dispatcher your name and location and follow his/her instructions.
4. If you are unable to escape the building, move out of the hallway and into an office or classroom and try to lock the door. If the door will not lock, try barricading the door with desks and chairs. Lie on the floor and/or under a desk and remain silent. Wait for the police to come and find you.
5. If you witness anything, tell the first responding officers as much about what you know immediate area. Lie on the floor or under a desk and remain silent. Wait for the police to come find you.

If the shooter enters your office or classroom

1. There is no set procedure in this situation. If possible call 911 and talk with a police dispatcher. If you cannot speak, leave the phone line open so the police can hear what is going on.
2. Use common sense. Try to make yourself small or invisible by hiding behind or under a desk. If you are hiding and flight is impossible, attempts to negotiate with the suspect may be successful. Playing dead may also be a consideration.
3. Attempting to overcome the suspect with force is a last resort that should only be considered in the most extreme circumstances. Only you can decide if this is something you should do. Remember there may be more than one shooter.
4. If the shooter exits your area and you are able to escape, leave the area immediately. Do not touch anything in the area and remember to be alert for responding police officers

who may mistake you as the shooter.

5. While escaping, as soon as you see a police officer put your hands over your head and immediately comply with the officers instructions.

If you cannot safely evacuate the building, the following guidelines are recommended

1. Go to the nearest room or office.
2. Lock and barricade doors. If the door has no lock and the door opens in, a heavy door wedge can be jammed between the bottom edge of the door and the floor, otherwise look for heavy furniture to barricade the door.
3. Turn off lights
4. Close blinds and stay away from windows.
5. Cover windows, including windows on the door
6. Turn off radios and computer monitors
7. Stay calm, quiet, and out of sight
8. Take adequate cover/protection i.e. concrete walls, thick desks, filing cabinets (cover may protect you from bullets)
9. Silence cell phones
10. Place signs in exterior windows to identify the location of injured persons
11. Do not open the door- it may be the shooter
12. Remember, the shooter will usually not stop until they are engaged by an outside force
13. If you are trapped with the gunmen and he is not shooting, DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.

Hostage Situation

If you hear or see a hostage situation:

- Immediately remove yourself from any danger.
- Immediately notify Lock Haven University Police Department at 711 from any campus phone or 570-484-2278.

Be prepared to provide the following information:

- Location and room number of incident.
- Number of possible captors.
- Physical description and names of the captors, if possible.
- Number of possible hostages
- Any weapons the captors may have.
- Your name
- Your location and phone number

What to do if taken hostage

1. Remain calm and be patient. Time is on your side. Avoid drastic action. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor to additional offenses.
2. The initial 45 minutes are the most dangerous. Follow instructions, be alert. Your focus is on staying alive.
3. Don't speak unless spoken to and only when necessary. Attempt to establish rapport with the captor. Don't talk down to the captor. Avoid appearing hostile and avoid arguments. Maintain eye contact with the captor but do not stare. If medications, first aid or restroom privileges are needed by anyone, say so.
4. Be compliant. Treat the captor like royalty. Comply with instructions the best you can. Expect the unexpected. Displaying a certain amount of fear can possibly work to your advantage.
5. Be observant. When you are released, or when you escape, the personal safety of others may depend on what you remember about the situation. Be prepared to answer the police on the phone.
6. What else can you do? Prepare a plan of action in advance. Determine possible escape routes and know where the nearest building exits are.
7. If you are unsure Lock Haven University Police Department may be contacted for additional instructions to assist in the safety of your building and its occupants.

If You Are Outside

1. If you are outdoors and hear gunfire, stay alert and move away from the gunfire. Look for appropriate cover locations. Brick walls, large trees, retaining walls, parked vehicles and any other object which may stop bullets, should be used as cover.

When Police Arrive

1. When police officers arrive on scene, move toward any Police vehicle when it is safe to do so while keeping your hands on top of your head. Do not carry anything in your hands that could be mistaken for a weapon. Do exactly and immediately what the Police tell you to do.
2. If you are still inside the building, DO NOT RUN. Drop to the floor, place your hands behind your head and remain still. Make no sudden moves that may be interpreted as hostile or threatening.
3. Wait for instructions and obey all commands.
4. Do not be upset, resist, or argue if a rescuer isn't sure whether you are the shooter or a victim.
5. Even if you are handcuffed and searched, DO NOT resist. Wait for the confusion to clear.
6. You will be taken to a safe area, where proper identification and status will be determined.

Contacting the Lock Haven University Police

Dial 570-484-2278 or On Campus Emergency Number 711
Program LHUP's 24-Hour Emergency number (570-484-2278) into your cell phone. Notify the police department as soon as it is safe to do so.

Providing Information

- Your specific location- building name and office/room number
- Number of people at your specific location
- Injuries- number injured, types of injuries
- Assailant(s)- location, number of suspects, race/gender, clothing description, physical features, type of weapons(long gun or hand gun), backpack, shooters identity if known, separate explosions from gunfire, etc.

Bomb Threat

1. Bomb threats are usually received by telephone.
2. The person receiving the BOMB THREAT call should remain calm and attempt to obtain as much information as possible from the caller by using the checklist on the following page.
3. Call 711, giving your name, location and telephone number. Inform the dispatcher of the situation including any information you may have as to the location of the bomb, time it is set to explode, and the time you received the call.
4. Inform your supervisor or department head.
5. Campus authorities will be responsible for building evacuations.
6. DO NOT pull the fire alarm to evacuate the building.
7. If you should observe a suspicious object, package, etc., report it to the University Police, but under no circumstances should you touch it, tamper with it or move it in any way.
8. If instructed to evacuate, move a safe distance from the building (a minimum of 100 yards). If the weather is inclement, you may move to another building a safe distance away. Do not re-enter an evacuated building until instructed it is safe to do so by University officials.

Bomb Threat Checklist

- If you receive a bomb threat, REMAIN CALM and write down the exact wording of the threat.
- Keep the person on the line as long as possible and ask the following questions:
- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did YOU place the bomb?
- Why?
- If not, how do you know about it?

Call 711 Immediately To Report The Bomb Threat

- Give them your name, location and situation. If a bomb is

alleged to be in your location, scan the area briefly for suspicious items, touch nothing, advise other occupants in the area to leave the area, BUT DO NOT use cell phones, DO NOT turn lights on or off, then leave immediate area and meet responding officer OUTSIDE the location.

Under No Circumstances Should You Touch or Tamper With a Suspicious Item

- Not all bomb threats are called into Public Safety. Should you receive a bomb threat and after contacting Public Safety at 711 go to appendix A to complete the bomb threat report. Send completed report to the Public Safety Office immediately.

Crime in Progress

In the event you witness a crime in progress or are a victim:

1. In the event of a robbery, DO NOT RESIST.
2. In the event of a physical attack upon your person or that of a friend or family member, try to remain passive; defend yourself or others if necessary to protect a human life. Remember that sometimes submission is your only viable option. Resort to physical force only if absolutely necessary to save lives.
3. As soon as possible, and when you feel safe, call 711. Be prepared to give the dispatcher the following information:
 - Location of the incident;
 - Description of the person or person's clothing and physical features
 - Observe the person's direction of travel and description of vehicle.
1. While police are en route stay calm, render any assistance you are qualified to perform, locate and fill out this form before discussing the incident with anyone, and turn the form over to the University Police when completed.
2. Be alert, be observant — features that you remember regarding the physical characteristics can greatly assist your Police Department in apprehending the criminal/suspect.

Earthquake

1. Before the earthquake occurs, pick "safe places" in each room of your home, office or other buildings that you frequent. A safe place could be under a sturdy table or desk or against an interior wall away from windows, bookcases, or tall furniture that could fall on you. The shorter the distance to move to safety, the less likely you will be injured. Injury statistics show that people moving as little as 10 feet during an earthquake's shaking are most likely to be injured.
2. Drop, cover, and hold on! It is very dangerous to try to leave a building during an earthquake because objects can fall on you. Many fatalities occur when people run outside of buildings, only to be killed by falling debris from collapsing walls. In U.S. buildings, you are safer to stay where you are.
3. Stay indoors until the shaking stops and you are sure it is safe to exit. If you go outside after the shaking has stopped, move quickly away from the building to prevent injury from falling debris.
4. If you must leave a building after the shaking stops, use the stairs, not the elevator. Earthquakes can cause fire alarms and fire sprinklers to go off. You will not be certain whether there is a real threat of fire. As a precaution, use the stairs.

5. Expect aftershocks. Each time you feel one, drop, cover, and hold on! Aftershocks frequently occur minutes, days, weeks, and even months following an earthquake. Aftershocks following earthquakes can cause further damage to unstable buildings.
6. Fires are the most common earthquake-related hazard, due to

broken gas lines, damaged electrical lines or appliances, and previously contained fires or sparks being released. If there is any danger, leave the building immediately. Stay out of damaged buildings. Return only when authorities say it is safe.

7. If you are outside during an earthquake, stay outside. Move away from buildings, trees, streetlights, and power lines. Crouch down and cover your head. Many injuries occur within 10 feet of the entrance to buildings. Bricks, roofing, and other materials can fall from buildings, injuring persons nearby. Hazards caused by earthquakes are often difficult to see, and you could be easily injured.
8. Use the telephone only to report life-threatening emergencies. Telephone lines are frequently inoperable in disaster situations. Phone lines need to be clear for emergency calls to get through.
9. Don't try to move seriously injured people unless they are in immediate danger of further injury.
10. Report damaged utilities or buildings to 711 or the Facilities Office at 2017.
11. Help persons who may require special assistance.

Elevator Emergencies

1. If the elevator car stalls or stops between floors, STAY CALM. There is no immediate danger. The safest place is to stay inside the elevator car.
2. DO NOT attempt to force open the elevator doors or to leave the elevator car. Serious injuries or death could occur! Remain inside the car and wait for assistance.
3. If the elevator car stalls between floors, DO NOT attempt to leave the elevator car. Even if the doors are open, remain inside the car and wait for assistance. Serious injuries or death could occur!
4. DO NOT attempt to leave the car through the roof hatch. Serious injuries or death could occur! Remain inside the car and wait for assistance.
5. Use the emergency phone in the elevator to contact the Lock Haven University Police.
6. If there is no emergency phone, push the red emergency stop

and the red emergency alarm bell buttons. You will hear an alarm bell ringing. Continue to push the alarm bell button until someone responds.

7. If you have a cell phone call the Lock Haven University Police Emergency number by dialing 570-484-2278.
8. Provide the building name, elevator location and a description of the problem. Do not hang up. Stay on the phone with the dispatcher.
9. Remain inside the elevator car. Stay calm, be patient, and wait for emergency assistance.
10. Serious injuries or death could occur if you attempt to leave the elevator car while it is stalled.
11. If you are in a building and hear the elevator emergency alarm ringing:
 - Stay Calm - Verify that someone is trapped in the elevator.
 - Reassure the person(s) trapped in the elevator by telling them that help is on the way. Remain in constant communication whenever possible and provide reassurance.
 - Instruct the person(s) to stay inside the elevator car.
 - DO NOT ATTEMPT TO REMOVE PEOPLE FROM THE ELEVATOR CAR! WAIT FOR TRAINED PERSONNEL TO ARRIVE.
 - Notify the Lock Haven University Police by dialing 711 from any campus phone. If you are calling from a cell phone call 570-484-2278
 - Report the problem by giving the name of the building and the location of the elevator. (Example: north end of building, second floor).
 - Continue to provide reassurance and wait for the University Police to arrive.

Evacuation of Persons with Disabilities

1. The first aspect of evacuating a person with a disability is to determine what his/her need for assistance is and the nature of the emergency. Persons who can evacuate a building with little or no assistance should be directed to the nearest exit. Persons with significant mobility impairments should be directed to an elevator if the integrity of the building is not compromised (severe weather, bomb threats, medical) or to stairwells if the building is or may be compromised (fire,

explosion, earthquake).

2. For persons directed to stairwells, evacuation assistance will be provided by the fire department or other trained personnel. If another person can wait with the person who is mobility impaired, that is helpful in maintaining order. It is imperative that arriving rescue personnel know the number of persons and their location (s) so that appropriate evacuation assistance can be initiated.
3. In the event that immediate evacuation is necessary, it is helpful to ask the person with a disability how it would be best to effect the evacuation. Some persons may need to be carried while others may need some assistance walking. In any event, this should be a last resort and used only when an immediate threat is determined to be present.
4. **It is helpful to notify building users how to proceed during an emergency evacuation. Knowing the location of exits, stairwells and emergency telephones will greatly enhance your ability to safely evacuate persons with disabilities.**

For further information, please contact the Office for Students with Disabilities at 570-484-2926 or 2926 from any on campus phone.

Fire Alarms

1. If you discover a fire, remain calm.
2. If possible, close the door to the room where the fire is located.
3. Activate the nearest fire alarm pull station.
4. Once the fire alarm is activated, ALL persons MUST leave the building!
5. Call 911 from a safe location.
 - Provide your name
 - Building name
 - Nature of the emergency.
7. Do not hang up until you are instructed to do so by the dispatcher. Evacuate immediately! Use the nearest exit. Never allow the fire to get between you and the exit. Always keep your means of escape open.

8. Alert other occupants who may not have heard the alarm or who are not responding to the alarm to immediately evacuate the building.
9. The fire alarm may not sound continuously; continue to evacuate even if the fire alarm stops. Warn others who may attempt to enter the building after the fire alarm stops.
10. Leave the lights on and do not lock the doors.
11. If the door is hot, do not open it. Call 911 for help. Seal up cracks around the door with damp towels, sheets, etc. Signal rescuers by hanging a sheet or other object from the window.
12. Do not use elevators if the fire alarm is activated or in the event of an actual fire.
13. Report to the designated evacuation area. Move a minimum of 100 feet from the building. Keep roads and sidewalks clear for emergency responders.
14. Do not re-enter the building until told to do so by University officials.

Fire Preparedness

1. Participate in University fire drills.
2. Pre-plan your escape.
3. Know the locations of exits and emergency equipment..
4. When the fire alarm sounds, all persons must leave the building and follow established evacuation procedures.
5. Do not re-enter the affected area until directed to do so by University officials.

Hazardous Materials Spill

1. Take precautions not to step in the spilled material. If toxic chemicals come in contact with your skin, immediately flush the area with clear water; remove clothing from the affected area. Do not breathe fumes or vapors. Move to a safe location away from the spill.
2. Provide assistance to persons with a disability. Elevators can be used for evacuation purposes if there is no fire. **Note: elevators are recalled to the first floor when the fire alarm**

is activated.

3. The complexity and detail of the resulting spill will depend upon the volume of materials being handled, the flammability of the materials, potential toxic effects and the potential for release to the environment.
4. Immediately notify the Public Safety at 484-2278 if a chemical spill occurs.
5. Immediately notify 711 if there is potential danger to building occupants or if the chemical spill occurs after hours, on the weekend or holidays.
6. Provide your name, building, location in the building (room number, etc.), and the type of emergency. Do not hang up until instructed to do so by the dispatcher.
7. The responsible person on the site should evacuate the affected area immediately and seal it off to prevent further contamination. Shut down hazardous operations and turn off ignition sources and ventilate the area if possible.
8. If in the judgment of the person or persons responsible for such materials determines the spill presents any danger to themselves or the other building occupants, the building fire alarm should be activated to alert the building occupants to evacuate.
9. Do not re-enter the affected area until directed to do so by University officials.
10. If the identity of the chemical spilled is unknown, treat it as a hazardous material.
11. If the identity is known, a copy of the Material Data Safety Sheet (MDSS) will provide specific hazard information to emergency responders regarding hazardous properties of the spilled material and clean-up guidelines. Generally, these are available in the housekeeping rooms within buildings.

Medical Emergencies

Whom to call: 711 from any campus phone or 570-484-2278

DO NOT HANG UP UNTIL INSTRUCTED TO DO SO BY THE DISPATCHER!

What to do:

1. Do not attempt to move a person who has fallen and appears to be in pain.
2. If possible, provide the following information to the officer/dispatcher:
 - Your name
 - Your location
 - Description of medical emergency
 - Description of symptoms
 - Allergies
 - Medications
 - Major medical history (heart condition, asthma, diabetes, etc.)
 - The name(s) of the ill/injured person(s), if known
3. Enlist help and stay with the injured person until help arrives.
4. Do not unnecessarily expose yourself to hazards including fire, electricity, chemicals, or bodily fluids.
5. While waiting for help, ask for proper medical procedures by phone. Render appropriate first aid for which you have been trained.
6. Remain at the scene after emergency personnel have arrived to provide information.
7. Non-acute injuries are not "medical emergencies."
8. On-the-job injuries for employees and student employees should be reported to a supervisor and the Director of Public Safety immediately. Worker's Compensation reporting procedures and the panel of physicians are available on the Human Resources web page. Copies may be obtained by contacting the Human Resources Office, J205 East Campus 570-484-2486.
9. Emergency protocols should not be initiated for non-acute (non-emergency) situations; personal physicians should be consulted for questions dealing with a medical problem or transport to a medical facility.

Tornado

1. By definition, a tornado watch is a forecast of the possibility of one or more tornadoes in a large area. This is usually an area 150 miles wide and 200 miles long. Normal activities should continue but with monitoring of radio weather reports for

tornado warnings. A tornado warning means that a tornado has been detected and may be approaching.

2. If a tornado is sighted or a tornado warning is declared for the immediate vicinity, the University Police will notify all residence directors. All students, faculty and staff should remain indoors, away from doors and windows and to go to the lowest level or center of the first floor if no basement is available.
3. During a period of tornado warning, a public warning will be signaled by the Lock Haven Volunteer Fire Department siren. The warning is a three-minute up-and-down tone. The all clear signal is a long, even tone.
4. All persons should seek shelter, preferably in the basement if one is available. If no basement is available, interior corridors and small rooms on the ground or lowest floor should be used. The best area will normally be the north and east side of the building as most storms approach from the south or west. In every case, the area selected for shelter should be on the sides away from the approach of the storm.
5. Avoid windows if at all possible, as well as auditoriums, gymnasiums and other wide, free span areas with an unsupported overhead.
6. Persons caught outside who cannot reach shelter safely should seek a nearby ditch or depression and lay flat, shielding their head with their arms.

Buildings having no basements or inadequate basements, the occupants of these buildings shall seek shelter on the lowest floor.

Water Leaks and Water Damage

1. Serious water damage can occur from a number of sources: broken pipes, clogged drains, broken skylights or windows, sprinkler head being knocked off, etc.
2. If you discover a water leak, remain calm.
 - a. If the leak occurs Monday-Friday, 7:00 a.m. to 4:00 p.m.:
 - Notify Facilities at 2017. Provide as much information about the leak as possible: building, exact location, severity of the leak, possible cause. Indicate whether any

valuables, art collections or books, such as the library areas, are involved or are in imminent danger.

- b. If the leak occurs after regular working hours or on the weekend:
 - Notify the University Police at 2278. Provide as much information about the leak as possible: building, exact location, severity of the leak, possible cause. Indicate whether any valuables, art collections or books, such as the library areas, are involved or are in imminent danger.
 - If possible, notify your supervisor or RA of the exact location of the leak.
4. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area immediately.
5. If you know the source of the leak and are confident that you can stop it by turning off a faucet or unclogging a drain, do so cautiously. At no time should you place yourself in danger in order to stop the leak.
6. Take only essential steps to avoid or reduce immediate water damage. For example, move small objects out of the danger area or, if possible, cover larger objects with plastic sheeting, etc.

Utility Failure

1. If there is a power or utility failure, you should do the following:
 - During regular working hours (8:00 a.m. to 4:00 p.m., Monday through Friday), immediately notify the Facilities Office at 2017. The Facilities Department will verify the cause of the failure and the approximate duration of the failure.
 - If there is potential danger to building occupants or the utility failure occurs after hours, on the weekend or holidays, notify the University Police at 570-484-2278 or 711.
 - Power failure may also result in phone service interruption.
1. If an emergency occurs during a power failure, activate the building fire alarm and follow established evacuation procedures. Once outside, move 100 feet from the affected building. Keep walkways, fire lanes and parking areas clear for emergency vehicles and personnel.

2. If the fire alarm fails to activate, report the emergency by dialing 711 from any telephone on campus and provide your name, telephone number, location and the nature of the emergency.
3. If a power failure occurs during daylight hours, open window draperies to allow natural light into the building. If you are in an unlighted area, proceed cautiously to an area that has emergency lights or emergency power. If telephone service is not operable because of a power failure, please use a cell phone if available to notify University Police at 570-484-2278.
4. Notify the University Police if people are trapped in an elevator. Instruct trapped persons to remain calm and to stay in the elevator car until help arrives. If you are trapped in an elevator, stay calm. Use the intercom if available or press the emergency button. Do not attempt to leave the elevator car.
5. Provide assistance to persons with disabilities, other students, visitors and staff in your immediate area.
6. Do not return to the building after it has been evacuated unless you are instructed to do so by University officials or emergency personnel.

Workplace Violence

1. Threats, threatening behavior, acts of violence against Lock Haven University faculty, staff, administrators, students, and/or visitors within the Lock Haven University community, or willful damage to property will not be tolerated. Violations of this policy may lead to disciplinary actions up to and including suspension, dismissal, arrest and prosecution.

If you are faced with threatening or violent behavior:

1. Everyone is asked to assist in making each campus a safe place by being alert to suspicious situations and promptly reporting them.
2. If you are a victim or witness to any on-campus offense, AVOID RISKS and contact the University Police immediately.
3. Notify the University Police by calling 2278 or 484-2278. Report the incident, including the following:
 - nature of the incident
 - location of the incident

- description of the person(s) involved
- description of the property involved

Your actions may help calm a potentially violent situation, or they may escalate the problem. Always try to behave in a manner that helps to calm a situation:

- Stay calm. Don't be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the other person and yourself sit down. Sitting is a less aggressive position.
- Try to be helpful. For example, schedule an appointment for a later time.
- Give positive-outcome statements, such as "We can get this straightened out."
- Give positive feedback for continued talking, such as "I'm glad you're telling me how you feel."
- Stay out of arms' reach.
- Have limited eye contact.
- Take notes.

7. Avoid the following behaviors:

- Do not patronize.
- Do not yell or argue.
- Do not joke or be sarcastic.
- Do not touch the person.

8. If someone becomes agitated:

- Leave the scene immediately, if possible. Call the Lock Haven University Police from a safe place. Dial Emergency 711 from any campus phone or the Police Emergency Number 570-484-2278
- Or try to alert a co-worker that there is a problem; .g., by calling and using an agreed-upon code word to indicate trouble.

Practice preventive measures:

1. Discuss and agree on circumstances and situations in the workplace that everyone should watch out for. Have procedures, signals and code words in place to deal with threatening situations.
2. Avoid scheduling appointments for times when no one else is

in the office. Alert your colleagues in advance about a difficult meeting, and keep the door to the room open, or meet in a public area.

3. Try to avoid working alone after hours. If you have to work late, advise a colleague, friend or family member.
4. When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
5. Report any strange or unusual activities in and around your workplace immediately to your supervisor and the police.
6. Do not leave money or valuable belongings out in the open. Purses should be locked in a desk or cabinet.
7. Lock your office and/or lab doors when these areas are not in use, even when you are leaving for "just a moment."
8. Always walk in well-lit areas and know your surroundings. If you think you are being followed, do not go home; go where there are other people. Call the Lock Haven University Police as soon as you are in a safe place, 570-484-2278.
9. Report to Facilities any workplace locks, windows or lights that are in need of repair or attention, 570-484-2017.

Appendix A

Bomb Threat Report

Bomb Threat Report -- To be completed by the person receiving the call.

Your name:

Your address:

Date:

Sex of caller Male/Female **Age of caller**

Race/Ethnicity **Length of call**

What line was call received on

Description of Caller's Voice: (circle all that apply)

Calm Laughing Lisp Disguised Angry Crying Raspy Loud

Accent Excited Normal Deep Slow Distinct Ragged Stutter Cracking

Familiar If familiar who did it sound like

Breathing: Soft Nasal Deep

Background Sounds:

Street Noise House noise Clear Crockery/dishes

Motor Static Voices Office Machinery Local PA systems

Factory Machinery Music Booth Long Distance Animal noises

Threat Language: Well spoken (educated) Foul Irrational Incoherent

Taped Message read by threat-maker _____

Emergency Phone Numbers

Lock Haven University Police Department

Non-Emergency.....570-484-2278

Non-Emergency On-Campus..... 2278

Emergency On-Campus.....711

Emergency Off-Campus/Using Cell Phone.....9-911

Lock Haven City Police Department

Non-Emergency.....570-893-5911

Clinton County Communication Center

Non-Emergency.....570-748-2936

Emergency.....9-911

Pennsylvania State Police

Lamar.....570-726-6000

Notes: