



Emergency Response Guide

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Introduction

College campuses are not immune to incidents such as violent crimes, weather-related emergencies, hazardous materials incidents and the like. In the event of such a situation, the College's Emergency Notification System (ENS) – *Wilson Alert* – will alert the campus community of the incident.

The Emergency Response Team (ERT) has prepared this series of guidelines for students, faculty and staff to follow in various emergency situations. It is recommended that you become familiar with this information and keep this guide conveniently located for quick reference.

Please report all on-campus emergencies, suspicious activities, or criminal offenses to 911 – if warranted – and Campus Safety at 717-372-2255 by cellphone, any campus phone, or by using the exterior blue light telephones around campus. Any time there is any concern about a person's well-being or safety, we ask that you err on the side of caution and call 911. If 911 is contacted, please immediately notify the Wilson College Office of Campus Safety that emergency personnel have been contacted.

Emergency Contacts

Police/Fire/Rescue (emergency)	911
Campus Safety	717-372-2255
Chambersburg Police (non-emergency)	717-263-1611
State Police (non-emergency)	717-264-5161
Chambersburg Fire Department	717-263-5872
Chambersburg Hospital	717-264-5171
Equestrian Center	717-377-0644
Information Technology	717-262-2014
Physical Plant	717-262-2013

*Please note that when dialing from an on-campus phone, you must dial 9 to reach an outside line

Alert Procedure and Notification

The first person to become aware of an emergency situation should call 911 – if warranted – and then campus safety at 717-372-2255. Campus safety will notify the appropriate emergency response personnel.

If campus notification is warranted, it will be made through *Wilson Alert's* text and email messages, two-way radio, posted to the College's website and Facebook page, recorded to the College Information Line at 717-262-2020 and by messengers as appropriate, given the situation/circumstances.

Emergency notification will be activated by four alert levels:

- Level 1 – Modified operations – such as a snowstorm
- Level 2 – Seek shelter
- Level 3 – Limited evacuation – such as one building
- Level 4 – Full evacuation of the entire campus

Other OFF-CAMPUS emergency notifications include: EAS (Emergency Alert System), the national system which supersedes the Emergency Broadcast System and is jointly administered by the FCC, FEMA, and the National Weather Service, which broadcasts emergency alerts via radio and television. In addition, a complete list of television and radio stations is available at <http://www.wilson.edu/weather/>.



Shelter-in-Place

During an emergency situation, you may be directed to “shelter-in-place,” meaning remain indoors due to a developing dangerous/hazardous situation.

For any type of emergency where guidelines for “shelter-in-place” would be appropriate, information will be provided by college authorities through *Wilson Alert*, the College’s emergency notification system (ENS). The important thing is for you is to follow these guidelines and know what to do if you are advised to “shelter-in-place.”

How to Shelter-in-Place

- Stop classes or work, or close business operations.
- If there are students, faculty, staff or visitors in the building, ask them to stay. When College authorities suggest “Shelter-in-Place,” take those steps immediately, where you are. Do not drive or walk outdoors.
- Close and lock all windows, exterior doors and any other openings to the outside.
- If you are told there is danger of an explosion, close the window shades, blinds or curtains.
- Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes.
- It is ideal to have a hard-wired telephone in the room(s) you select. Cellphones may be overwhelmed or damaged during an emergency.
- Bring everyone into the room(s). Shut and lock the door(s).
- Be alert for *Wilson Alert* updates and wait for the notification of “all clear.”

Supplies

If shelter-in-place direction is given, you might be confined for several hours. The following supplies are suggested to have available, if possible:

- Flashlight
- Battery-powered radio
- Food — high-energy foods like granola bars, energy bars, etc.
- Water
- Medications — if you use prescription medications, keep at least a small supply of these available.

More emergency preparedness information available at: American Red Cross
www.redcross.org/services/disaster/beprepared.



Evacuation

Leave your building immediately when an alarm sounds or if you are instructed to do so by emergency personnel.

- Remain calm.
- Turn off all electronics, including computers.
- Evacuate the entire building in a safe and orderly manner.
- Gather personal belongings (medication, keys, purses, etc.), but only if safe to do so.
- **Do not** use elevators unless authorized emergency personnel tell you to do so.
- If you are required to leave the building immediately but are unable to (because of a physical disability, injury or obstruction):
 - Go the nearest area where there are no hazards.
 - Notify campus safety at 717-372-2255.
 - Signal out the window to emergency responders if possible.
 - Remain calm.
- Go to the identified assembly area, remaining out of the path of any responding emergency personnel, at least 100 feet away from the building unless directed to another location.
- Remain with your class/office so a full accounting can be made. Resident assistants, faculty and staff responsible for the affected buildings will identify those present/not present.
- Notify campus safety at 717-372-2255 or emergency personnel of any missing or trapped persons.
- Follow all directions from campus safety or other authorities present.
- Do not re-enter the building until authorized emergency personnel give the “all clear” signal.
- In the event of a full evacuation, individuals with vehicles should immediately exit campus along directed routes. Individuals without vehicles should meet outside Sarah’s Coffee House (creek-side) for transport.

Gathering Locations

- **Riddle, South and Alumnae House** - across the drive on the main green.
- **Warfield and library** – on the main green.
- **Lortz, Brooks, VMC and Art Barn** – on the field hockey athletic field.
- **McElwain/Davison, Lenfest, Thomson, Laird, Norland and Edgar** – across the drive on the campus greens.
- **Prentis** – behind the childcare center gates (creek-side).
- **Disert, Rosenkrans and the Annex** – Disert/Rosenkrans parking lot (creek-side).
- **Sharpe House** – on green (parking lot side).
- **Hankey Center** – Hankey parking lot.
- **Physical Plant** – across parking lot in the green (creek-side).
- **Magill, Field House and Garages** – parking lot above garages.
- **Fulton Farm buildings** – field north of parking lot.
- **Equestrian Center buildings** – barns 1, 2, 3, Hawthorne Arena, hay shed, concrete storage shed, medicine shed – meet in grass trailer parking area outside Hawthorne.
Cook Arena – meet in grass area at the opposite end from Hawthorne Arena.



Medical Emergencies and First Aid

In any serious medical emergencies immediately call the paramedics/ambulance at 911 when possible or delegate a designee. Callers should give the dispatcher their name; briefly explain the type of emergency and the victim's condition as best as possible in addition to the exact campus location of the injured party. Callers should answer any questions the emergency dispatcher has and not hang up until requested to do so.

Next, you should contact campus safety at 717-372-2255 so they can assist and direct emergency personnel when they arrive.

Until emergency help arrives, the injured person should be kept still and comfortable. An injured person should not be moved or treated by untrained persons unless his or her life is in immediate danger. Under most circumstances, emergency medical help will arrive in a matter of minutes. When help arrives, involved persons should be ready to give any relevant information about the incident and condition of the injured person.

Medical Non-emergency, Requiring Physical/Hospital Visit

In non-life threatening situations, it is the responsibility of the student to arrange for transportation to the physician's office or hospital. Wilson students can be seen at Keystone Health center in most cases within 24 hours by calling 717-263-4313. You must identify yourself as a Wilson student when scheduling the appointment. If it is outside normal doctor's office hours, try one of the urgent care facilities in town:

- MedExpress: 1048 Lincoln Way East #101, Chambersburg, Pa. (717-267-2273)
- Keystone Walk-In Care: 830 Fifth avenue, Suite 102, Chambersburg, Pa. (717-217-6911)
- Shippensburg Walk-In Care: 46 Walnut Bottom Road, Shippensburg, Pa. (717-530-5117)

Location of First Aid Kits and Automated External Defibrillator (AED)

First aid kits are located in the student health center, dining hall, Alumnae Chapel, fitness center, field house, science center kiosk and campus safety vehicle. AED's are located in the fitness center, field house, equestrian center and the campus safety vehicle.

Medical Non-emergency, Minor Illness or Injury

Persons with minor illness or injury should go to the student health center during its hours of operation. When the health center is not open, it is advised that students make arrangements to see a physician or go to a walk-in clinic or to the hospital. Students can contact Campus Safety or their resident assistant (RA) for help contacting potential resources.

Follow-up

All incidents and injuries by the responding individuals are to be reported within 24 hours to campus safety. Copies should then be made to the chief financial officer. Incident reports can be printed from the Wilson website by clicking on "faculty and staff," than "business office forms," then "incident report."

Mental Health Emergency

- STAY CALM
- Notify campus safety at 717-372-2255. Provide the following information:
 - Your name
 - Precise location
 - Observed symptoms of behavior
 - Individual's name, if known.
- Campus safety will contact the administrator on call (717-552-9915) FOR ASSISTANCE. The administrator on call will evaluate and determine whether to contact the director of counseling.
- Until help arrives, be pleasant, considerate and understanding to avoid aggravating the situation.
- Do not argue with the individual. Try to determine and accept the individual's point of view. Do not confront/detain the individual if s/he is violent or combative.
- If another person is available and able to leave the area, have him/her meet campus safety at the entrance to the building and provide up-to-date information.



Severe Weather Protocol

There are two levels of weather alerts:

- **Watch** – Issued to alert people that conditions are organizing that might cause some type of severe weather or flooding. This is used for planning and preparedness purposes.
- **Warning** – Issued whenever weather or flooding is either imminent or occurring. Crisis Response Plan should be activated.

High Wind/Tornadoes/Thunderstorms

- Move to a pre-designated shelter, such as a basement or the lowest level of the building. If there is no basement, go to a windowless interior room (closets, interior hallways or bathroom). Some of the safest shelters on campus are:
 - Lenfest/Laird Tunnel
 - Norland Hall basement
 - Riddle Hall basement
 - South Hall basement
 - Sharpe House basement
 - Alumnae House basement
- Stay away from the windows. Get under a piece of sturdy furniture, such as a workbench or heavy table.
- Avoid places with wide-span roofs, such as auditoriums, cafeterias or large hallways.
- If outdoors, get inside a sturdy building if possible. If shelter is not available or there is no time to get indoors, lie in a ditch or depression and use arms to protect head and neck. Be aware of the potential for flooding.
- Never try to outrun a tornado in a car or truck; instead, leave the vehicle immediately for safe shelter.
- Watch out for flying debris. Flying debris from tornados causes most fatalities and injuries.
- Do not call 911 unless you need to report an emergency, such as a fire, medical emergency or severe building damage. 911 lines need to be kept open and available for emergency calls.

Flooding

When weather conditions warrant flood, campus safety will check the creek on an hourly basis. If campus safety observes that flooding is imminent, students will be notified of existing conditions and the possible need to evacuate dormitories or move vehicles as is necessary.

Snow

In the case of inclement weather, the decision to cancel or delay classes or close the College will be communicated via *Wilson Alert*, posted to the College website and Facebook, recorded on the Information Line and announced to local radio and television stations. For a full listing of the media, go to: www.wilson.edu/weather.

Fire lanes and main arteries through campus will be cleared of snow first. All vehicles in these areas — Lenfest Drive and South Loop, Gallway, Park Avenue drive through the south entrance — should be moved to other lots anytime snow accumulation is forecasted or begins.

Individuals with vehicles on campus should pay close attention to the plowing progress and move their vehicles to already plowed areas as quickly as possible so as to not impede the snow clearing process.

All nonessential vehicles are expected to move to Hankey Center lot.

Main campus lots will be cleared in the following order and continue for the duration of accumulation: G, D, E, I, F, C, B, A, H, L, K, M, N, J.



Earthquake

During an earthquake, drop, cover and hold on. Minimize your movements to a few steps to a nearby safe place and, if you are indoors, stay there until the shaking stops and you are safe to exit.

Indoors

- Drop to the ground; take cover by getting under a sturdy table or other piece of furniture; and hold on until the shaking stops. If there isn't a table or desk, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- If in bed, stay there. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you.
- Stay inside until the shaking stops and it is safe to go outside.
- Do not use elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

Outdoors

- Stay there.
- Move away from buildings, street lights and utility wires.
- Once in the open, stay there until the shaking stops. Be aware of collapsing walls, flying glass and falling objects.

After an Earthquake

- When the shaking stops, look around. Once you are sure it is safe to move, exit the building.
- Expect aftershocks.
- Help injured or trapped persons.
- Give first aid where appropriate.
- Do not move seriously injured persons unless they are in immediate danger of further injury.
- Call for help.
- Look for and extinguish small fires.
- Be alert for water leaks, broken electrical wiring, downed electrical lines or ruptured sewer lines.
- Do not re-enter buildings until given approval by authorities. Upon re-entry, use caution to clean up spills and broken and falling objects. Report any damage; leave the building if you smell gas or chemical fumes.



Utilities/Electrical Outages

In the event of a utility failure, call 717-262-2013 between 7 a.m. and 4:30 p.m., Monday through Friday. At all other times, contact campus safety at 717-372-2255.

- Remain calm; move cautiously to a lighted area.
- Turn off and unplug computers and other voltage-sensitive equipment.
- Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel.

NOTE: In laboratory buildings, fume hoods do not operate during a power outage and most laboratories should not be used until the ventilation is properly restored.

Hazardous Materials, Natural Gas or Propane Leak

In the event of a suspected gas leak, immediately evacuate the area. Do not light matches or use anything that would cause a spark or static electricity that might cause the material to ignite. Therefore, do not use elevators, touch any electrical switches or turn on or off any electrical equipment, such as a telephone, cellphone, radio or other mobile devices.

- Evacuate the building by the nearest exit to a safe distance of at least 300 feet from the area -- the length of a football field. Attempt to evacuate upwind of the building. Do not evacuate to campus or public streets or parking lots adjacent to the evacuated building as safety and emergency personnel may need those areas.
- Allow campus safety and emergency response personnel to determine if a full building evacuation is necessary; if so, they will conduct the evacuation. If you see others while evacuating, notify them to leave the building for a potential hazardous material leak.
- Upon exiting the building and moving to a safe distance (300 feet), immediately notify campus safety at 717-372-2255 and give the location (building) of the potential leak.
- Campus safety will notify physical plant personnel, who will determine appropriate action such as contacting the gas company or the fire company.
- DO NOT RE-ENTER OR RETURN TO ANY EVACUATED BUILDING until directed to do so by campus safety personnel.

Isolating the Leak or Shutting Gas Valves

Once the building is evacuated, only trained and qualified campus personnel or emergency personnel should attempt to isolate the leak or shut gas valves.



Fire/Explosions

In the event of a fire, total and immediate evacuation is safest. Only use a fire extinguisher if the fire is very small and you have had training. If you cannot put out the fire leave immediately. Notify campus safety even if you think the fire is out.

- Pull the nearest alarm to notify building occupants, Campus Safety and the alarm monitoring company, who will call the Chambersburg Fire Department.
- Once in a safe location, call 911.
- Call Campus Safety and identify the location and reason (if known) for the fire. [Note: the blue light emergency phones call directly to Security.]
- If the alarm ceases and others are still in the building, activate another alarm or announce the fire verbally. Do this while exiting the building, using established evacuation routes.
- If caught in smoke:
 - Drop to your knees and crawl to the closest safe exit.
 - Breathe through your nose, using a shirt or towel to breathe through.
 - Never enter a room that is smoke-filled.
 - Before opening a door, check to ensure it is not hot to the touch. If hot, do not open. If warm, open slowly to check room/hallway conditions.

Bomb/Suspicious Mail Procedure

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information using the "Bomb Threat Checklist."

Bomb Threat Received by Phone (see form below):

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

If a threat is received by email or handwritten note, contact Campus Safety immediately. Do not delete the email; handle the note as little as possible.

*Signs of a suspicious package are: no return address, poorly handwritten, excessive postage, misspelled words, stains, incorrect titles, strange odor, foreign postage, strange sounds, restrictive notes, unexpected delivery.

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.



Bomb Threat Checklist

If you receive a bomb threat by telephone, ask the caller:

- When is the bomb going to explode?

- Where is the bomb?

- What does it look like?

- What kind of bomb is it?

- What will cause it to explode?

- Did you place the bomb?

- What is your name and address?

If you receive a bomb threat in written form:

- Notify campus safety immediately at 717-372-2255.
- If it is an email, do not delete the message.
- If it is a written note, handle it as minimally as possible.
- Do a quick visual inspection of your area. Do not touch or move any suspicious objects.
- Do not use radios, pagers or cell phones as they can trigger an explosive device.
- If you are told to evacuate the area by authorized emergency personnel, take your notes.
- Follow your building's evacuation procedures:



Hostile Behavior/Active Threat Protocol

If any person comes onto Wilson College property and displays threatening or hostile behavior that poses potential danger to others, it is very important that it be reported immediately and preventive actions are taken.

Please take note of the following protocols and call 911 as soon as it is safe to do so. Provide the following information to law enforcement or 911 operators:

- Location of the active shooter/hostile intruder.
- Number and type of weapons held/threats made.
- Number of perpetrators.
- Physical description of perpetrators.
- Number of potential victims at the location.

Hostile/Menacing Behavior or Physical Threat

Menacing behavior is expressing or showing an intention to inflict, or threatening to inflict, evil or injury upon someone or something.

- Call 911 for emergencies. If not an emergency, call campus safety. Have someone else call if you are unable to do so. Provide the address, location and all possible details to the dispatcher.
- De-escalate the situation if possible, if not possible, get to a safe place.
- Do not provoke or become involved in the disruptive behavior. Do not argue, yell or joke with the individual. Limit eye contact with the individual.
- Stay out of arm's reach of the individual. Do not touch the person.
- If the disturbance is outside, stay away from doors and windows. Remain inside.
- Do not allow menacing behavior to go unreported. Alert campus safety.

Active Shooter or Hostage Situation

If you become aware of an active threat or hostage situation, quickly determine the most reasonable way to protect your own life:

- **Evacuate**
 - Have an escape route and plan in mind. Draw as little attention to yourself as possible. Keep yourself hidden as much as possible. If running in the open, run in a zigzag path.
 - Leave your belongings behind.
 - Keep your hands visible.
- **Hide out**
 - Hide in an area out of the assailant's view.
 - Block entry to your hiding place and lock doors/windows.
 - Silence any electronics you may have on your person.
- **Take Action**
 - Take action only as a last resort and only when your life is in imminent danger.
 - Attempt to incapacitate the assailant.
 - Act with physical aggression and throw items at the assailant.
 - If a phone is immediately available and, if it is safe to do so, call 911.



Personal Protection

College regulations permit persons to have and use chemical spray for personal protection. For more information about the subject, please contact the dean of students or campus safety.

What to Expect from Law Enforcement

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams; they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets and other tactical equipment. The officers may be armed with rifles, shotguns or handguns and might also be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you and do not be afraid of them. Put down any bags or packages you may be carrying and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

When Law Enforcement Arrives

- Remain calm and follow officers' instructions.
- Avoid pointing, screaming or yelling.
- Immediately raise your hands and spread your fingers.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as attempting to hold on to them for safety.

Recognizing Signs of Potential Community Violence

A person exhibiting hostile behavior or active violence against the community may or may not be a current or former member of the community. College campuses are not immune to serious or violent crime. If you believe any member of the campus community or visitor to the campus exhibits potentially violent behavior, please report it immediately to campus safety. Indicators of potentially violent behavior may include one or more of the following:

- Increased use of alcohol and/or illegal drugs.
- Unexplained increase in absenteeism and/or vague physical complaints.
- Depressions or withdrawal.
- Increased severe mood swings and noticeably unstable or emotional responses.
- Increasingly talks of problems at home.
- Increase in unsolicited comments about violence, firearms and other dangerous weapons and violent crimes.



Campus Crime Reporting

Campus disturbances can include such problems as trespassing, prowlers, mischievous conduct or harassment. When aware of a college disturbance:

- Immediately call campus safety at 717-372-2255.
- Provide your name, location and a description of the problem.
- Campus safety will send the appropriate authorities to the scene of the situation.
- If those involved flee from the campus, make no attempt to pursue them.
- For any cases involving endangerment of life or extensive property damages, these procedures should be superseded by first calling for assistance from the Chambersburg Policy Department at 911, then alerting campus safety. If you are in a residence hall and unable to get to a phone, pull the fire alarm. Examples of such cases would include: sexual crimes, arson, criminal trespassing or any type of assault. Implement this procedure with discretion.



My Building Emergency Information

We encourage you to fill this out for your respective room/office or building area. This will help you plan prior to an emergency.

MY BUILDING/RESIDENCE HALL _____

Fire pull stations are located _____

Fire extinguishers are located _____

Closest exits are located _____

Emergency supplies are located _____

In the event of a tornado, the best location closest to me is located _____

Evacuation meeting place in case of fire _____

Other _____

Nearest emergency/campus phone is located _____

