

**Pittsburgh Theological Seminary
Emergency and Crisis Communication Management Plan
COMMUNITY PLAN**

(Updated 10/04/18)



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PURPOSE

The purpose of the Emergency Crisis Communication and Management Plan is to provide the Seminary community with a set of guidelines to be followed to help ensure the safety and security of its members. While no plan can be all inclusive, this document categorizes major events that could impact the Seminary community and outlines a standardized set of procedures for effectively dealing with such events.

This plan has been developed to help PTS deal with an emergency and communicate quickly and effectively during a time of crisis. Our primary goal is to protect the health and wellbeing of the members of the Seminary community, to protect Seminary property, and to prepare to resolve issues that may compromise focus on the Seminary's mission.

It is the responsibility of all faculty, staff, and students to become familiar with the Emergency and Crisis Communication Management Plan and to be prepared for emergencies. Vice Presidents have a special responsibility to ensure that the faculty and staff within their departments and areas of responsibility are prepared to respond appropriately during an emergency. In addition, students must be made aware of the procedures that they will be expected to follow during an emergency, including building evacuation plans.

TYPES OF CRISIS

Each crisis situation listed below is specifically addressed later in this Emergency and Crisis Communication Management Plan. See the section labeled "Dealing with Specific Crisis Situations" for complete directions.

1. Accidents Causing Personal Injury or Property Damage
2. Infectious Disease/Pandemic
3. Suicide Threats and Intervention
4. Drug Overdose/Poisoning
5. Weapons on Campus
6. Confrontational Person
7. Assault
8. Sexual Assault
9. Suspicious Person and Criminal Behavior
10. Intruder
11. Acts of Violence / Armed Intruder
12. Hostage Situation
13. Lockdown
14. Death on Campus
15. Suspicious Mail or Package
16. Bomb (or other) Threat
17. Fire or Explosion
18. Gas Leaks or Hazardous Material Spill
19. Biological Accidents
20. Utility Malfunction
21. Severe Weather/Tornado
22. Large Group Disturbance

- 23. Demonstrations
- 24. Off-Campus Group Travel
- 25. Missing Person
- 26. Kidnapping
- 27. Child Abuse

CRISIS COMMUNICATIONS TEAM

Members of the Crisis Communications Team are individuals who have been trained in the plan and who have special expertise and knowledge, relative to other members in the community, regarding emergency response.

Team Members

President
Dean of Faculty
VP for Finance and Administration
VP for Planning and Institutional Effectiveness
Dean of Students
VP for Seminary Advancement
Director of Facilities
Director of Communications
Director of Information Technology
Legal Counsel

Members of this team are considered “on call” whenever a crisis develops. Others may be contacted if needed.

The President or other highest-ranking member of the President’s Cabinet available during the period of emergency response shall authorize emergency actions, closures, and communications recommended by the Crisis Team. The ranking of responsibility is as listed above.

THINGS TO KNOW BEFORE A CRISIS

General Protocol

It is everyone’s responsibility to report anything that looks like it might be an issue or looks like it could lead to a potential problem. Trust your instincts. It is better to be wrong than to ignore warning signs of possible tragic events. To report an event call:

1. 911
2. Receptionist (412-362-5610) during business hours
3. Security guard (412-899-2208) after business hours

In any crisis situation do not take action that would place you in personal danger. Likewise those who have not been properly trained to respond to a particular type of emergency must limit their actions to contacting those who are trained and equipped to respond.

The Seminary provides security service from 4:00 p.m.-7:00 a.m. Monday through Friday. On Saturdays, Sundays, and holidays security service is available 24 hours a day. A security guard is available for help as required. Monday through Friday between the hours of 8:30 a.m. and 4:30 p.m., contact the Receptionist at 412-362-5610 if you have security problems. At all other times, security may be reached as they patrol the grounds by calling 412-889-2208 or by activating any emergency phone or button (located behind the chapel, at the Long Hall courtyard entrance, near the temporary parking located in front of Long Hall, and at the entrance to Calian Hall). The security guard's station is located in the loading dock area behind the dining hall, but the guard is usually on campus patrol.

Once an incident has been reported to either the Receptionist (412-362-5610) or Security (412-889-2208 after hours), it is then the responsibility of the Receptionist/Security Guard to contact the Facilities Director (412-924-1434), who will contact the correct person(s) to determine whether the Crisis Team needs to be assembled and/or the community needs to be notified via Shofar of an emergency in process and any recommended actions.

If a situation occurs during normal business hours (Monday through Friday, 8:00 a.m.- 4:30 p.m.) that requires all buildings to be locked, it will be the responsibility of the Facilities Department to ensure that all buildings are securely locked. After normal business hours it is the responsibility of after-hours Security to ensure that buildings are locked down.

Be Prepared

Fires and Evacuations

Know the location of the fire extinguisher closest to your office and/or classroom.

Read posted evacuation plans. Be familiar with your quickest exit route. (Could you find it in the dark or while crawling under smoke?) Plan an alternative route.

Evacuation Procedures

1. Do not ignore emergency alarms.
2. Immediately proceed toward the evacuation route and keep moving until you are safely away from the building (about 500 feet). See the map below for suggested gathering points.
 - a. Evacuation routes are posted near the door of all office, classroom, and meeting spaces.
 - b. Never use an elevator.
 - c. If needed, assist others out of the building. Ask for help before physically lifting or carrying someone to safety.
 - d. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
3. The last person leaving a room should turn out the lights and close the door and windows.
4. Faculty and instructors are responsible for dismissing any classes in session and directing students to leave the building and proceed away from the building. Faculty should take attendance as soon as practical and quickly notify a member of the Crisis Team of any discrepancies.
5. If the situation permits, the facilities personnel should search the building, following pre-determined routes, to ensure that the building has been completely evacuated.
6. Do not return to the building for any reason until instructed by safety personnel to do so.
7. If the entire Seminary community needs to evacuate for more than a few minutes, we will assemble on the lawn outside Highlander until permission is given to return to campus.



First Aid

First aid kits are available in:

- Long Hall – Reception Office, Mailroom
- McNaugher Hall – Maintenance Office, Kadel Dining Room
- Library – Main Desk

Know the location of the closest Automated External Defibrillator (AED):

- Long Hall – Outside Knox (near women's restroom)
- Chapel Auditorium Lounge – Near women's restroom
- Calian Hall – Left of main entrance
- McNaugher Hall – Ground floor; hallway intersection near Dean of Students' Office
- Fulton – Basement corridor outside Laundry Area
- Highlander – Basement laundry area
- McMillan – Second tower entrance
- Anderson – Second tower entrance

DEALING WITH SPECIFIC CRISIS SITUATIONS

Accidents Causing Personal Injury or Property Damage

1. Personal injury/medical emergency
 - a. Call 911
 - b. Notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours)
 - i. Give information as to the nature of the emergency and the exact location.
 - c. If trained to administer first aid/CPR, begin the process, or yell for a qualified assistant.
 - i. AED machines are located
 1. Long Hall – Outside Knox (near women’s restroom)
 2. Chapel Auditorium Lounge – Near women’s restroom
 3. Calian Hall – Left of main entrance
 4. McNaugher hall – Ground floor; hallway intersection near Dean of Students’ Office
 5. Fulton – Basement corridor outside laundry area
 6. Highlander – Basement laundry area
 7. McMillan – Second tower entrance
 8. Anderson – Second tower entrance
 - d. Keep the victim still and comfortable.
 - e. Ask the victim, “Are you okay?” and “What is wrong?”
 - f. Control serious bleeding by direct pressure on the wound.
 - g. Continue to assist the victim until help arrives.
 - h. Look for emergency medical ID, question witness(es), and give all information to the paramedics.
2. Property damage
 - a. Call 911
 - b. Notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours)
 - i. Give information as to the nature of the damage and the exact location.

Infectious Disease/Pandemic

Outbreaks of meningitis, hepatitis, H1N1, or other serious health problems that can cause an epidemic constitute a crisis situation for the campus community.

1. If you are infected:
 - a. Report the incident to the Dean of Students (students) or Vice President for Finance and Administration (employees).
 - b. The Seminary will contact the local health department.
2. If a person on campus is infected:
 - a. In conjunction with the Health Department, the Seminary will assess the problem, determine the risks to the community, and, if needed, begin preventive measures to hinder the spread (if communicable disease). A quarantine may be necessary.
 - b. PTS will notify affected parties (including the entire campus if necessary).
 - c. The Office of Communications will coordinate any media releases that are necessary.
 - d. Students and personnel in need of counseling services will be referred to the Dean of Students.

- e. If the situation warrants, the Seminary will consider closing the school. In this case, the Seminary's Academic Continuity Plan will be implemented.
- 3. Additional Resources
 - a. Centers for Disease Control and Prevention: <http://www.cdc.gov/>
 - b. Allegheny County Health Department: <http://www.achd.net/>

Suicide Threats and Intervention

It is vital that any threats of suicide be reported as soon as possible so that professionals can address the issues causing the behavior. If someone makes a suicidal statement:

1. When the opportunity allows, you or someone else should call 911.
2. Notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours).
3. Show concern but avoid being consumed by any emotional distortions of what is actually occurring.
4. Listen with genuine interest.
5. Ask questions in a calm, straightforward manner.
6. Accept and encourage appropriate expression of grief or anger.
7. Help clarify issues.
8. Don't leave the person alone.
9. Accompany the person to a health facility or if possible alert other staff or faculty.
10. Try to assess how serious the person is about committing suicide.
11. Don't refuse to talk about it.
12. Don't lecture.
13. Don't offer platitudes or simple answers.
14. Don't analyze the person's motives or try to impose your own thoughts about suicide and death.
15. Don't argue or try to reason.
16. Don't try to challenge the person or use scare tactics.
17. Don't be sworn to secrecy.
18. Don't involve yourself in his or her therapy.

Drug Overdose/Poisoning

In the event that you observe/suspect a drug overdose or poisoning, do the following:

1. Contact 911
2. Call poison control (800-222-1222) if the substance is known or and/or potentially hazardous.
3. Notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours).

Weapons on Campus

1. Weapon Found on School Property
 - a. Bringing a weapon onto school property is a crime. A weapon found on school property is evidence. If a weapon is found on school property, take the following action:
 - i. Don't handle the weapon unless necessary. If necessary to handle, do so with extreme care. Wear gloves or use a cloth to touch.
 - ii. Notify Security at 412-362-5610 or 412-899-2208, who will notify the police.
2. Weapon Suspected on a Person

- a. Possession of a weapon on school property is a crime and is best handled by law enforcement personnel. Treat all weapon-related information (rumor) to be accurate and plan appropriately. Do not put anyone in harm's way.
- b. Consider the following: Type of weapon, age of suspect, mental state of suspect, victim risk factor, past history of suspect, suspected location of weapon (on person, elsewhere).
 - i. Notify Security at 412-362-5610 or 412-899-2208, who will notify the police.
 - ii. Don't attempt to stop the suspect if flight from building is attempted.
 - iii. Attempt, in a non-confrontational way, to get to a private office near an exit.
 - iv. Allow people to flee from the building.
- c. Avoid confrontation.
- d. The safety of the PTS community is always first. Apprehension of violators and weapon retrieval is second. All actions should be planned with this in mind.

Confrontational Person

If confronted with a confrontational and potentially violent person:

1. Don't argue. Use non-aggressive body language.
2. Remain on a professional level.
3. Offer to help the situation.
 - a. Request to continue the conversation in an appropriate location away from others.
 - b. Show interest and be a good listener.
 - c. Attempt to defuse the situation.
 - d. If the situation does not calm down, notify Security at 412-362-5610 or 412-899-2208 or 911 if necessary.

Assault

1. Stay with the victim. If the victim cannot be moved, stay with him or her and call for help.
 - a. Notify Security at 412-362-5610 or 412-899-2208 or 911 if necessary.
 - b. Security will need information regarding names of suspects/witnesses and will locate and isolate the suspect if this can be done in a non-confrontational manner.
2. If you have to handle any injury, do so with extreme care and always use disposable gloves. When in doubt concerning the seriousness of an offense, call the police (911).

Sexual Assault

1. If you are a victim of sexual assault, call the Dean of Students or Vice President for Finance and Administration. Pittsburgh Action Against Rape can be reached at 1-866-END-RAPE. After hours you may also call Security (412-889-2208) or the police (911). Reporting a rape or other act of sexual violence does not commit you to filing charges. When you make your report, have someone go with you. You can go the next day, but the sooner the better.
2. You should make every attempt to preserve any physical evidence of the assault.
 - a. This may include not showering or disposing of any damaged clothing or other items that are present during or after the assault.
 - b. Do not wash, comb, or clean any part of your body.
 - c. Do not change clothes if possible.
 - d. Do not destroy clothes if you do change. Hospital staff will need to collect evidence.
 - e. Do not touch or change anything at the scene of the assault. Local police will need to collect evidence.

- f. Go to the nearest hospital emergency room as soon as possible whether or not you plan to file charges. You need to be examined, treated for any injuries, and screened for possible sexually transmitted diseases (STDs) or pregnancy. The emergency room doctor will collect evidence using a rape kit for fibers, hairs, saliva, or DNA that the attacker may have left behind. You or the hospital staff can call the police from the emergency room to file a report if you have not already done so. Ask the hospital staff about possible support groups you can attend right away.
3. Call a friend or family member you trust. You also can call a crisis center or a hotline to talk with a counselor. Feelings of shame, guilt, fear, and shock are normal. It is important to get counseling from a trusted professional.

Suspicious Person and Criminal Behavior

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
2. If you witness criminal or suspicious behavior notify the Receptionist (412-362-5610), Security (412-899-2208 after hours), or Police (911).
 - a. Do not physically confront a suspicious person.
 - b. Do not let anyone into a locked or card-accessed building or room.
 - c. Do not put yourself at risk in any observed incident.
3. Provide as much information as possible to the Receptionist or Security such as the following:
 - a. What is happening
 - b. Where is it happening
 - c. Physical descriptions of the person(s)
 - d. License numbers and vehicle descriptions
 - e. Type of weapon(s) involved, if any
 - f. If your safety is not in jeopardy, stay on the line with Security until an officer arrives. If a threat is imminent, vacate the area and notify others of the threat as you come in contact with them.
4. If you become aware of a crime after the fact:
 1. Do not disturb any evidence and secure the scene.
 2. Notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours)
 - a. Give information as to the nature of the emergency and the exact location. Stay on the line until dismissed by the operator or until you deem that the situation is no longer safe.

Intruder

If you see someone on campus who is not a member of the school community and believe that he/she is an intruder, ask, "May I help you?" Ask the person to state his/her name and reason for being at the school. If the person is looking for an office, escort him/her there. Do not just give the person directions. In one's best judgment, try to determine if the person's reason for being on campus is legitimate. If you have a suspicion that the reason is not legitimate, escort the person to the reception area and inform security. If the person is clearly an intruder, call security at 412-362-5610 or 412-899-2208, and:

1. The Crisis Communication team will determine whether or not audible communication devices might not be used.
2. Close and secure all classroom doors, but allow routes to exit. You want the intruder to leave.
3. The receptionist will notify the police if necessary.

Acts of Violence/Armed Intruder

1. A violent act occurs when there is potential or actual loss of life or serious personal injury inside or near campus buildings. This could be a hostile person(s), such as an active shooter, who is causing or threatening to cause death or serious physical injury. The incident could also unexpectedly become a hostage or armed/barricaded person situation or an incident with bombs.
2. If you suspect an event involving an armed intruder may possibly occur on campus but is not imminent:
 - a. Notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours)
 - b. These pre-event threats might include
 - i. Strange behavior
 - ii. Statements
 - iii. Notes
 - iv. Death lists
 - v. Website, blog, or social media posts
 - vi. Videos
 - vii. Weapons
3. If you know or suspect an armed intruder is present on campus:
 - a. Get out
 - i. If you are able to flee the area of danger safely, you should run from the area as quickly as possible until you have reached a safe distance from the threat.
 - ii. As soon as you are able to do so safely, notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours) and provide as much information as possible about the incident. Stay on the line until dismissed or until you deem that the situation is unsafe.
 1. Receptionist/Security will assemble the Crisis Team to discuss next steps.
 2. Facilities begins building lockdown procedures.
 - b. Hide out
 - i. If you are unable to flee from the area of danger safely, look for a location that provides safe cover, preferably a location that can be locked and provides good concealment from the threat. As it makes sense to do so, people in these locations should hide out as follows:
 1. Long Hall – Offices
 2. Calian, Fulton, Anderson, McMillan, and Highlander – Individual Apartments
 3. Kadel Dining Room / Library – Starr or Basfield Dining Rooms
 4. McNaugher Lounge – Small, Starr, or Basfield Dining Rooms
 5. Chapel Sanctuary – Chapel Auditorium
 6. Chapel Auditorium – Chapel Sanctuary
 7. Knox Room – Rooms to left and right of stage
 8. Shakarian Center (Shak) – Museum or Mailroom
 9. Museum – Mailroom
 10. Outdoors – Locked car
 - ii. If possible, barricade any doors and windows to help keep any suspect(s) from being able to access your location.
 - iii. Turn off any lights, and silence any cell phones and electronic devices.

- iv. As soon as it is safe do so, notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours) and provide as much information as possible about the incident.
- v. As long as you are safe, remain hidden until either Security or law enforcement officers reach your location. When confronted by either Security or law enforcement officers allow them to see your hands so they can see you are not a threat. Listen carefully and follow any instructions that are given.
 - 1. When they arrive, know that their main focus is finding the armed intruder. They will care for the wounded afterward.
 - 2. Remain calm.
 - 3. Put down items.
 - 4. Raise hands with fingers spread.
 - 5. Keep hands visible.
 - 6. Make no quick movements.
 - 7. Avoid pointing/screaming.
 - 8. Follow instructions given.
- c. Stop the Action
 - i. If you are unable to flee from the area of danger safely or find a safe location that will protect you from someone who is actively trying to cause death or serious physical injury, your only option might be to confront your attacker. This option should be considered as a last resort.
 - ii. If you are in a location with two or more people, talk to each other about what you will do to try to stop an attacker. Make sure to spread out; do not huddle together for mutual protection as it is much harder to harm a group of people who are spread out.
 - iii. Find something you can use to throw at or strike an attacker with. Be prepared to attempt to subdue an attacker.
 - iv. Since this is potentially a life or death confrontation, there must be a total commitment to take action against an attacker.
- d. Follow instructions given via Shofar and other emergency announcements systems.
- e. Do NOT:
 - i. Leave the area to “see what is happening.”
 - ii. Confront or try to apprehend the intruder unless it is a last resort.
 - iii. Assume that someone else has called 911 or the receptionist/security.

Hostage Situation

1. Hopefully, you will never be a hostage. However, these procedures are designed to protect victims in a hostage situation.
2. Be patient. Time is on your side.
3. Follow instructions from your captor, and be alert. The captor is likely to be emotionally unbalanced.
4. Don't make mistakes that could jeopardize your well-being.
 - a. Avoid drastic actions.
 - b. Don't speak unless spoken to, and then only when necessary.
 - c. Don't talk down to a captor, who already may be in an agitated state.
 - d. If possible, maintain eye contact with the captor at all times but do not stare.
 - e. Treat the captor in as friendly a manner as possible.
 - f. Avoid speculating. Comply with instructions as well as you can. Avoid arguments.

5. Expect the unexpected.
6. Be observant. Try to remember all distinguishing characteristics of your captor (tattoos, scars, etc.). The personal safety of others may depend on your memory.
7. Be prepared to answer questions from the police via telephone should a line be patched through to your location.
8. Attempt to establish rapport with the captor. If medications, first aid, or the like are needed by anyone, say so. The captors in all probability do not want to harm persons held by them.

Lockdown

1. A lockdown involves staying inside a secure location and NOT evacuating until instructed to do so by Security or police. A lockdown is called for when a violent incident occurs where there is potential or actual loss of life or serious personal injury inside or near campus buildings. This could be a hostile person(s) actively causing or threatening death or serious physical injury. The incident could unexpectedly become a hostage or armed/barricaded person situation or an incident with a bomb.
2. If there is a lockdown, the following steps must be taken:
 - a. Facilities begins the lockdown procedure.
 - b. The Crisis Team will communicate the beginning and end of a lockdown through Shofar, the Seminary's emergency alert system.
 - c. Faculty and staff will immediately secure the students and themselves in their classroom. If the door of the classroom swings out, and it cannot be locked, barricade the door with desks and other large items found in the classroom. If possible, cover any windows or openings that have a direct line of sight into the hallway.
 - d. Lock the windows and close blinds or curtains.
 - e. Stay away from the windows.
 - f. Turn off the lights and all audio equipment.
 - g. Silence your cell phone and other electronic devices.
 - h. If you are not in a classroom, try to get to an office or other room that can be locked or barricaded.
 - i. Long Hall – Offices
 - ii. Calian, Fulton, Anderson, McMillan, and Highlander – Individual Apartments
 - iii. Kadel Dining Room / Library – Starr or Basfield Dining Rooms
 - iv. McNaugher Lounge – Small, Starr, or Basfield Dining Rooms
 - v. Chapel Sanctuary – Chapel Auditorium
 - vi. Chapel Auditorium – Chapel Sanctuary
 - vii. Knox Room – Rooms to left and right of stage
 - viii. Shakarian Center (Shak) – Museum or Mailroom
 - ix. Museum – Mailroom
 - i. DO NOT sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit.
 - j. Try to remain as calm as possible.
 - k. Keep everyone together.
 - l. Keep classrooms and other places of refuge secure until police arrive and give you directions.
 - m. Stay out of open areas, and be as quiet as possible.
 - n. If you are outdoors, lock yourself into a car and/or flee campus.

- o. If any person is unprotected and unable to go to an attended secured room or to comply with the content of this procedure and has, at least, visual contact with the suspect, he or she should do the following:
 - i. Attempt to find physical concealment as soon as possible.
 - ii. If this cannot be achieved, lie against a wall or other physical structure that may provide at least partial bodily security;
 - iii. Do not display disagreement, anger, hostility, or any behavior that may cause a violent response toward them;
 - iv. Leave the area directly after the level of risk becomes minimized, and promptly seek the nearest assistance or attended, secured room.

Death on Campus

If you discover or witness a death on campus

1. Call 911
2. Notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours).
3. Remain on the scene until you provide a statement to law enforcement authorities. Encourage others that may be present at the scene to also remain until dismissed by law enforcement authorities.
4. Do not disturb the scene and prevent others from doing so.
5. If a death occurs in the residence hall or apartments, the building Emergency Coordinator or Security—whoever is first on the scene—should close off the room/area until authorities arrive.

Suspicious Mail or Package

1. Some typical characteristics, which in combination may trigger suspicion, are:
 - a. Restricted marking such as “Personal” or “Special Delivery.”
 - b. No return address or one that cannot be verified as legitimate.
 - c. A city or state in the postmark that does not match the return address.
 - d. Unusual weight based on size.
 - e. Lopsided or odd shape, strange odors, oily stains, crystallization, protruding wires, rigid or bulky shape, excessive tape or string.
2. If you receive a suspicious letter or package:
 - a. Do not try to open it.
 - b. Isolate it.
 - c. Notify the Receptionist (412-362-5610) or Security (412-899-2208) after hours.
3. If you open a parcel containing suspicious material or alleged to contain suspicious material:
 - a. Set it down and do not move the contaminated material. If any material spills out of the letter or package, do not try to clean it up and do not brush off your clothes as this could disperse material into the air.
 - b. If the material is corrosive or presents an immediate danger, wash or rinse your hands.
 - c. Close the door to the area where the suspicious parcel was opened and do not allow others to enter the area.
 - d. Notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours).
 - e. Stay at the scene to answer questions from Security. If anyone enters the closed area in which the suspicious letter or package is located, that person should also stay at the scene.

Bomb (or other) Threat

1. Receipt of a Threat
 - a. Any person receiving a bomb threat by phone should ask:
 - i. When is the bomb going to explode?
 - ii. Where is the bomb located?
 - iii. What kind of bomb is it?
 - iv. What does it look like?
 - v. Why did you place the bomb?
 - vi. Who is calling, please? In some instances, the caller may unthinkingly reply with his/her name.
 - b. If possible, keep talking to the caller and record the following:
 - i. Number displayed on the telephone's caller ID (if available)
 - ii. Time of call
 - iii. Age and gender of caller
 - iv. Speech pattern, accent, possible nationality, etc.
 - v. Emotional state of the caller
 - vi. Background noise
 - c. Immediately notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours).
2. Search
 - a. Security will conduct a detailed search. Employees are requested to make a cursory inspection of their area for suspicious objects or packages and report the location to Security. Do not use your cell phone to report the location.
 - i. DO NOT TOUCH THE SUSPICIOUS OBJECT OR PACKAGE.
 - ii. Do not open drawers or cabinets, turn lights on or off, or utilize two-way radios or cell phones.
3. Evacuation
 - a. Security will determine if the building will need to be evacuated.
 - b. Immediately proceed toward the evacuation route and keep moving until you are safely away from the building (about 500 feet).
 - c. Evacuation routes are posted near the door of all office, classroom, and meeting spaces.
 - i. Never use an elevator.
 - ii. If needed, assist others out of the building. Ask for help before physically lifting or carrying someone to safety.
 - iii. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

Fire or Explosion

If you observe a fire or smell smoke you should:

1. Report the fire to the Receptionist (412-362-5610) or Security (412-889-2208 after hours).
2. If possible, use available fire extinguishers to extinguish or contain the fire.
 - a. Pull the pin, aim, squeeze, and sweep the fire extinguisher toward the base of the flame.
 - b. Types of Fires and Recommended Extinguishers:
 - i. Solvent Fires
 1. Fires in small containers of solvents can often be snuffed out by placing the lid on the container tightly enough to exclude air. If a lid is not available, a piece of sheet metal or other similar non-combustible material will suffice.
 2. Dry chemical or carbon dioxide extinguishers

ii. Gas Fires

1. Close the valve in the gas supply line, thereby shutting off the fuel supply. Building gas valves should be identified by sign and arrow.
2. Dry chemical or carbon dioxide extinguishers. Serious consideration should be given to allowing gas fires to burn until the source of gas can be stopped to prevent possible explosions.

iii. Electrical Fires

1. Carbon dioxide or dry chemical extinguishers, never water. Electrical equipment involved in fires should not be returned to operation until inspected or repaired.
2. Turn off the power to the motor or other electrical equipment.
3. If it is not possible to use a fire extinguisher, immediately sound the fire alarm by activating the nearest fire alarm pull station.
4. Evacuate the area should initial firefighting attempts fail. Close doors and windows in the area to contain the fire.
5. If you become trapped in a building during a fire, find a room, preferably with a window (keep window closed as much as possible), and place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there are no windows, stay near the floor, where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location.

Gas Leaks or Hazardous Material Spill

1. Notify the Receptionist (412-362-5610) or Security (412-889-2208 after hours).
2. Vacate the area and call 911 to report the leak. If that is not possible, pull a fire alarm.
 - a. Before leaving, open doors to promote cross-ventilation.
 - b. Give the location, material(s) involved, and the extent of any injuries, if known.
 - c. Always move uphill, upstream, or upwind to avoid contamination.
3. Immediately remove any contaminated clothing and wash any part of the body contaminated by chemicals. Do not spread the contamination to clean areas.
4. Alert others to avoid the area.
5. Do not return to the contaminated area.
6. Wait for emergency personnel to arrive and direct them to the area of the leak.

Biological Accidents

1. Do not attempt to clean up this type of spill unless you have been properly trained. Spills of human blood and other body fluids are to be cleaned up by trained personnel.
2. Notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours).

Utility Malfunction

If an electrical power failure, gas line break or leak, heating or carbon monoxide emergency, or water main break occurs, the following procedures should be carried out:

1. Notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours).
2. Additional Procedures

- a. If appropriate due to the life-threatening nature of a utility emergency, or if directed to do so, activate the building's fire alarm at a nearby pull-station to assist with evacuation of the building.
- b. Do not use candles or other types of open flame for lighting.
- c. Unplug all electrical equipment, including computers, and turn off light switches.
- d. Do not use elevators. If you know people are trapped in an elevator:
 - i. Tell passengers to stay calm and that you are getting help.
 - ii. Stay near passengers until Security or other assistance arrives, provided it is safe to stay in the building.
- e. Once outside, move at least 500 feet from the affected building and ask others to do so.
- f. Keep the area clear for emergency vehicles and crews to perform their duties.
- g. Do not return to an evacuated building unless told to do so by Security.

Severe Weather/Tornado

1. During a tornado:
 - a. Facilities workers will immediately ensure that equipment is secure (i.e., shut off gas, water, high voltage, etc.)
 - b. All persons should move to the nearest place of safety, where they should sit on the floor with their backs to a wall as far away from windows as possible. Remain in the safe location until notified.
 - i. Chapel – move to auditorium
 - ii. Long Hall – move to area outside Shak/Museum
 - iii. McNaugher – maintenance area
 - iv. Calian – basement
 - v. Highlander – basement
 - vi. Fulton – basement
 - vii. McMillan – basement
 - c. If a tornado warning has been issued and you are outside:
 - i. Look for a nearby safe structure in which to take shelter.
 - ii. If you are on campus go to the shelter area of the nearest building.
 - iii. If you are in your car, get out of it. Never try to outrun a tornado.
 - iv. If there is no shelter, lie down flat in a low area such as a ditch away from trees with your hands covering the back of your head and neck.
2. After a tornado:
 - a. Give first aid, if needed; do not move seriously injured people.
 - b. Use telephones ONLY to request emergency assistance; try to send messengers if conditions permit.
 - c. Stay calm and act cautiously.
 - d. If you detect a gas leak, report it to emergency officials as soon as possible and move away from the area.
 - e. Do not return to an evacuated building until instructed to do so by emergency workers.

Large Group Disturbance

The goal is to contain escalation until police arrive. If you encounter a large group disturbance:

1. Notify the Receptionist (412-362-5610) or Security (412-899-2208 after hours).
2. Meet Security/police and escort them to the location of the disturbance.

3. Intervene to defuse the situation to the extent possible without threatening your safety or the safety of others.
4. Encourage bystanders to not get involved.

Demonstrations

1. While recognizing that constructive protest and discussion of issues are vital in a seminary community, the Seminary also recognizes an obligation to maintain an atmosphere conducive to academic work and one that respects the private rights of all individuals.
2. If you observe a demonstration by members of the PTS community, be observant of the following protocol:
 - a. Demonstration (peaceful)
 - i. Almost all demonstrations that may occur will be peaceful and non-obstructive. If this is the case, those participating in the demonstration are to be left alone. DO NOT argue with those demonstrating. Keep the atmosphere calm and controlled, and keep opinions to yourself.
 - b. Demonstration (hostile)
 - i. Sometimes a demonstration can become unstable and the crowd will display a mob mentality. DO NOT argue with those demonstrating. Try to keep the atmosphere calm and controlled. If the crowd becomes unstable, secure your area and/or get to a safe location immediately and call Security 412-362-5610 or 412-899-2208.
3. If you observe a demonstration by those not directly affiliated with PTS, be observant of the following protocol:
 - a. If you see a demonstration occurring on Seminary property by a group not affiliated with the Seminary, you should report it to Security at 412-362-5610 or 412-899-2208. Demonstrations by these groups are handled on a case-by-case basis. If demonstrators are allowed to conduct their demonstration on campus, they may be directed to a designated area so as not to interfere with the normal operations of the Seminary.

Off-Campus Group Travel

1. Records must be filed in advance with the Business Office whenever PTS departments sponsor or arrange travel for students, staff, and faculty away from campus. These records must include:
 - a. Full names of each person traveling
 - b. Travel itinerary including airline, flights, dates, destinations, return information, and hotel accommodations
 - c. Local emergency contact information for each traveler
2. In the event of an emergency, Seminary officials will contact the Business Office for these records.

Missing Person

1. Notify Security at 412-362-5610 or 412-899-2208, who will call 911 if necessary.
2. Give police the following information:
 - a. The person's name, age, general physical description and dress, and medical status and last time seen.
 - b. The Seminary will have the person's information and photo available if possible.
3. Designee will notify the family of the situation and the steps taken.
4. Follow-up action will be determined by the police, school administration, and family.

Kidnapping

1. Notify Security at 412-362-5610 or 412-899-2208, who will call 911 if necessary.
2. Give police the following information:
 - a. The person's name, age, general physical description and dress, medical status and time last seen.
 - b. Any suspect information, vehicle information, and direction of travel.
 - c. The Seminary will have the person's information and photo available if possible.
3. All outside doors will be secured.
4. A designee will notify the family to inform them of the situation and the steps taken.

Child Abuse

1. All school personnel are mandated reporters of child abuse. They can be found guilty of a summary offense for not reporting abuse. All other individuals are encouraged to call. Report abuse or suspected abuse to the Office of Children, Youth and Families (CYF) at 412-273-2000 or 1-800-932-0313.
 - a. DO NOT INTERVIEW THE VICTIM. Write down any statements made by the victim and your observations of the victim.
 - b. A designee will report the abuse or suspected abuse to the CYF Office. The school personnel who brought forth the concern of abuse may also be asked to speak with the CYF Office.
2. DO NOT CALL PARENTS until directed by CYF Office or administration.
3. All school personnel who have had contact with the student during this time, received information of abuse/suspected abuse from the student, or received information of abuse/suspected abuse from other school personnel will record/document their observations and the information they have received and provide these to the authorities as required.
4. Further information concerning child abuse and reporting can be found at <http://www.county.allegheny.pa.us/dhs/childprotection.aspx>.