**Messiah College**  
Utility and Essential Service Emergencies  
Policy and Procedure

**Policy:** Loss of Utilities or Essential Services, or Emergencies Requiring Contractor Support.

Under no circumstances should staff provide any information, interviews, or statements to the media. All questions, inquiries and concerns should be directed to the office of Marketing and Communications.

**Objectives:** To establish standardized procedures to be followed, and a list of available resources to be utilized, in the event of loss of essential services or utilities.

**Equipment:** Attachment A  
Radios

**Procedure:**

**Responsibility:**

Vice President for Operations  
Director of Facility Services

**Action:**

During weekday, day shift hours, determine the need to contact an external contractor (see Attachment A) for corrective action on those areas which the Facility Maintenance Department are responsible.

Facility Maintenance

In conjunction with the Department of Safety, Department Manager, Director of Facility Services, or VP for Operations determines after hours the need for an external contractor.

Facility Services maintenance standard working hours are 7:30am through 4pm Monday through Friday. The Facility Services maintenance on-call personnel are responsible for maintenance problems after standard hours. On-call employees can be contacted by notifying Dispatch at X6005.
On duty staff may use their own judgment and initiate appropriate action. Notify Dispatch at ext. 6005 and the VP for Operations at ext. 6003 or the Director of Facility Services at ext. 3500, or 911 in the event of an incident requiring an emergency response.

Dispatch/VP for Operations/Director of Facility Services

In conjunction with Facility Maintenance employees, determine the need for an external contractor.
In conjunction with Facility Maintenance employees, take appropriate action of an incident requiring an emergency response.

Department of Safety Officer/Department of Safety Officer/Facility Maintenance Employees

Complete a summary incident investigation notice and involve input from all staff that participated in the activities. Feedback should include a detailed summary of the investigation, what improvements could be added to enhance the policy, and what education may be necessary for staff. Submit a copy of the report to the Vice President for Operations, Director of Facility Services and the Director of Safety and Dispatch Services.

"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents, share with your staff and adhere to standards."

Approved Reviewed Revised

Kathrynne Shafer, Vice President for Operations

Brad Markley, Director of Facility Services

Cindy Burger, Director of Safety and Dispatch Services
### Equipment:

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact</th>
<th>Telephone</th>
<th>Alternate Phone</th>
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<tr>
<td>Carlisle Propane</td>
<td>Joe</td>
<td>249-3112</td>
<td></td>
</tr>
<tr>
<td>PP&amp;L Utilities</td>
<td></td>
<td>(717) 691-2935</td>
<td>Fax: (717) 257-5774 or (717) 691-2914</td>
</tr>
<tr>
<td>United Water</td>
<td></td>
<td>(888) 220-9991</td>
<td>(717) 561-1103 (cell)</td>
</tr>
<tr>
<td>Upper Allen Sewer Plant</td>
<td>Bill Anderson</td>
<td>(717) 697-9548</td>
<td>Billing: (717) 766-0756</td>
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<tr>
<td></td>
<td>Barry Cupp</td>
<td>(717) 766-0756</td>
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### Vendors:

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<tr>
<td>ATS</td>
<td>Greg O. Sitko</td>
<td>(302) 226-1985</td>
<td>Pool</td>
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<tr>
<td>Automated Logic</td>
<td>Shelly Matters</td>
<td>(717) 909-7000</td>
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<tr>
<td></td>
<td>(Sales) Or Dave</td>
<td>(717) 645-7885</td>
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<td></td>
<td>Drake (Service)</td>
<td>(Dave Cell)</td>
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<tr>
<td>Aqua Specialists</td>
<td>John Sieck, Pres.</td>
<td>(717) 766-2541</td>
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<tr>
<td>Emergency calls:</td>
<td>John Sieck</td>
<td>(717) 728-4583</td>
<td></td>
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<tr>
<td></td>
<td>Ray Knepper</td>
<td>(home) 766-9327</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(home) 728-4583</td>
<td></td>
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<tr>
<td>Barton Associates</td>
<td>Mike Rader</td>
<td>(717) 817-2276</td>
<td>Engineer Mechanical</td>
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<td>(717) 845-7654</td>
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<tr>
<td>Berkshire Systems</td>
<td>Service/Dave</td>
<td>1-800-344-4012</td>
<td>Seimens Fire Alarm Systems</td>
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<td></td>
<td>Pursell</td>
<td>(610) 775-1200</td>
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<tr>
<td>BWB</td>
<td>Greg Sholly</td>
<td>(717) 939-3679</td>
<td>Demolition/structure</td>
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<tr>
<td>Carl Frantz Plumbing</td>
<td>Carl Frantz</td>
<td>(717) 334-3424</td>
<td>Plumbing</td>
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<tr>
<td>Century Engineering</td>
<td>Seth Beaver</td>
<td>(717) 901-7055</td>
<td>Engineer-Civil</td>
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<tr>
<td>Cocciardi</td>
<td>Frank Gallaway/Matt Gainor</td>
<td>(717) 766-4500</td>
<td>Contractor</td>
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<tr>
<td>Coynex Excavator</td>
<td>Craig Coyne</td>
<td>(717) 554-0741 (Cell)</td>
<td>Sink holes, brush fires, landslides, snow removal, excavating</td>
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<tr>
<td>Craft/ Fred Craft Sr.</td>
<td>Steve Ferree/Mike Monn</td>
<td>(717) 266-6629</td>
<td>Contractor</td>
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<tr>
<td>Creative Exteriors</td>
<td>Dave Whitcomb</td>
<td>(717) 502-1231</td>
<td>Athletic field contractor</td>
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<tr>
<td>CSC</td>
<td>Customer Service</td>
<td>(877) 264-6622</td>
<td>Washer/dryers</td>
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<td>Dauphin Electric</td>
<td>Emergency number</td>
<td>(717) 939-0916</td>
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<tr>
<td>ECI</td>
<td>Jason Barlup</td>
<td>(717) 638-3305</td>
<td>General</td>
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<td>Edward Kurth &amp; Son Inc.</td>
<td>David Jenkins</td>
<td>(856) 227-5252</td>
<td>Tank Relining</td>
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<tr>
<td>EHC Associate</td>
<td>Ted Gallagher</td>
<td>(717) 656-3008</td>
<td>Asbestos Removal/Testing</td>
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<tr>
<td>(cell)</td>
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<td>(717) 278-7843</td>
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<tr>
<td>Elk Environmental Services</td>
<td>David Skrocki</td>
<td>(800) 851-7156</td>
<td>Hazardous/Universal Waste disposal</td>
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<td>Fullerton Electric</td>
<td>Emergency Number</td>
<td>(717) 367-9340</td>
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<td>Jim Acri</td>
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<td>(717) 796-5242</td>
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<td>(VP) Allen S. Brandt</td>
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<td>(717) 367-1228</td>
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<td>Goods Tree Service</td>
<td>Bob Good</td>
<td>(717) 770-0196</td>
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<td>(717) 533-5447</td>
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<td>Cell (717) 648-5812</td>
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<tr>
<td>Grainger (ACCT# 803905991)</td>
<td>Joe</td>
<td>(717) 561-8322</td>
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<tr>
<td>H.B. McClure Co.</td>
<td>Mark A. Crow</td>
<td>(717) 232-4328</td>
<td>Contractor</td>
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<tr>
<td>High Construction</td>
<td>John Burkholder</td>
<td>(717) 629-7699</td>
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<tr>
<td>Hobart/Vulcan</td>
<td>Dave Wallace</td>
<td>(717) 564-6202</td>
<td>Kitchen equipment</td>
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<tr>
<td>Junkins</td>
<td>Eric Diffenbaugh</td>
<td>(717) 697-8489</td>
<td>Surveyor</td>
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<td>K.S. Heagy</td>
<td>Kevin Heagy</td>
<td>(717) 554-9066</td>
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<td>Bob Royer</td>
<td>(717) 909-9709</td>
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<td>Lobar</td>
<td>Darren Knepper</td>
<td>(717) 432-3429</td>
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<td>L. R. Four Roofing</td>
<td>Butch Gates</td>
<td>(717) 697-7366</td>
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<td>McClure</td>
<td>Dave Johnson</td>
<td>(717) 233-6431</td>
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<td>(717) 385-7706</td>
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<td>McCoy Bros. Inc.</td>
<td>Steve Bob</td>
<td>(717) 241-2023</td>
<td>Contractor</td>
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<tr>
<td>Norfolk Southern</td>
<td>Dispatch Manager</td>
<td>(717) 541-2102</td>
<td>Train Issues</td>
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<tr>
<td>NuTemp</td>
<td>Jim Kelley</td>
<td>(800) 440-8367</td>
<td>Emer. HVAC</td>
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<tr>
<td>Overhead Door</td>
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<td>(800) 481-8595</td>
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<td>PA One Call System</td>
<td>Lisa Holder</td>
<td>(800) 242-1776</td>
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<tr>
<td>Paloma Gas Water Heaters</td>
<td>Ryan E. Harmon</td>
<td>(814) 676-2764</td>
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<tr>
<td>Paul Davis Restoration</td>
<td>Julie Tebera</td>
<td>(717) 751-7784</td>
<td>Fire or flood restoration</td>
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<td>(717) 291-6000</td>
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<td>(717) 808-1111</td>
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<td>Penn Waste</td>
<td>Andy Miller</td>
<td>(717) 718-1561</td>
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<td>P.M. Associates</td>
<td>Ronald Farley</td>
<td>(717) 292-1559</td>
<td>Elevator inspector</td>
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<td>Seimen's</td>
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<td>(717) 697-4656</td>
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<tr>
<td>Simplex</td>
<td>Eric Conrad</td>
<td>(717) 610-8111 (24 hour emergency)</td>
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<tr>
<td>Treatment Specialties</td>
<td>Rick (pool</td>
<td>(215) 441-4241</td>
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<td>TMA</td>
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<td>(800) 334-2322</td>
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<td>Tub Repair</td>
<td>Don Wimer</td>
<td>(717) 791-2790</td>
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<td>Tuckey's</td>
<td>Jay</td>
<td>(717) 249-8111</td>
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<td>Walter's Septic</td>
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<td>Mark Coldren</td>
<td>773-5866</td>
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<td>Winter Generator</td>
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