The Pennsylvania State University Crisis Communication Plan: Bryce Jordan Center Anthrax Attack



Brendan Auman Angela Argio Julia Banks Alyson Baehrle

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ACKNOWLEDGEMENTS

| By signing this statement, I verify that I have | re read this CCP and am prepared to put it into effect. |
|---|---|
| President of University Relations | |
| (Signature and date) | |
| Director of Public Information-Bill Mahon | |
| (Signature and date) | |
| Bryce Jordan Center General Manager-Bob | Howard |
| (Signature and date) | |
| Bryce Jordan Center Director of Sales and M | Marketing- Bernie Punt |
| (Signature and date) | |
| Athletic Director-David M. Joyner | |
| (Signature and date) | |
| Assistant Athletic Director/Operations- Jan | Bortner |
| (Signature and date) | |

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INTRODUCTION

Why Is This Plan Important?

The Bryce Jordan Center, a major entertainment venue located at The Pennsylvania State University, is the home to the weekend-long Penn State IFC/Panhellenic Dance Marathon. It is crucial to be prepared for any emergency that could damage or threaten the BJC or THON. Since THON's move to the BJC in 2007, both staff and volunteers have excelled in providing our target audiences with exceptional service and safety earning both organizations a good reputation. Because of the high standards upheld by both the BJC and THON, we need to make sure that we are prepared to handle any situation that could occur in the best way possible to ensure the optimal safety and security for those in attendance during THON weekend.

What Could Happen If The Plan Is Not Followed?

If this crisis communications plan is not followed in the event of an emergency, the BJC's and THON's reputation could be destroyed, which could result in the closure of the BJC and the end of the largest student-run philanthropy in the world. Responsibility and security are of extreme importance to all during THON weekend at the BJC. THON attendees trust that BJC staff and THON volunteers will help to keep them safe and secure during THON weekend.

Has A Crisis Happened At A Similar Event?

Similar crisis situations have occurred when envelopes with anthrax spores were mailed to head media offices and U.S. Senators in 2001. We can learn from tragic events such as this to make better decisions in our crisis communication plan. Although the BJC and THON have been extremely fortunate to have not experienced any event on the scale of a crisis, we must still be prepared for any type of emergency and we must always be ready.

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PURPOSE AND OBJECTIVES

Purpose

In the event of an anthrax attack at the Bryce Jordan Center during THON weekend or any other potential crisis, it is necessary to take immediate action in informing the public of the event that has occurred and the steps that are being taken to handle the situation. By acting in an open and honest manner when communicating with the media and other outlets, we will be able to eliminate the possibility of miscommunication. Our honesty and efficiency will allow for the crisis situation occurring at the Bryce Jordan Center to be handled in an appropriate manner and prevent any similar future crisis from happening.

Objectives

We will make every effort to:

- Evaluate the anthrax attack to our best ability and take preventative action to protect the THON attendees at the Bryce Jordan Center.
- Initiate the phone tree in the event of a crisis situation, informing all staff and THON volunteers on hand of the situation and evacuating all THON attendees from the building.
- Initiate the crisis communication plan immediately after a crisis outbreak in the building.
- Notify emergency personnel, including the FBI and law enforcement.
- Inform all health care personnel needed to assist in the situation.
- Inform the media during a press conference once the crisis has become controlled.
- Inform the Penn State, State College and THON communities of the crisis.
- Keep the media and publics regularly informed on updated information through regular media reports and updates to the Bryce Jordan Center's and THON's dark site.
- Maintain honesty with the media about known information.
- Work with FBI, law enforcement and Old Main officials to understand the source of the problem and investigation details.
- Develop solutions to prevent future occurrences.
- Evaluate decisions and the current crisis communication plan.
- Taken preventative action by implementing any necessary changes to the crisis communication plan as well as Bryce Jordan Center and THON security.

BEST OPTION PROCESS

Problem: Anthrax has been released inside of the Bryce Jordan Center during THON weekend through the vent system that circulates air around the event floor of the arena. The substance has been inhaled by several of the 15,000 in attendance.

Urgency: Inhalation of anthrax is the deadliest form of exposure. When spores of anthrax are inhaled, they migrate to lymph glands in the chest where they proliferate, spread, and produce toxins that often cause death.

Symptoms appear within one to seven days of contracting the agent. Treating the infectious disease as soon as possible is important. Death usually follows two days following the appearance of symptoms.

Outcome Desired: The goal is to safely evacuate all participants out of the Bryce Jordan Center. Upon evacuation, the next goal is to inform all attendants throughout the entire THON weekend and get them all treated as soon as possible.

Solution Options:

- 1. Quarantine the Bryce Jordan Center to keep the anthrax from spreading.
- 2. Distribute hazardous bodysuits and facemasks to participants to prevent the inhalation of the anthrax. Begin the evacuation of the Bryce Jordan Center.
- 3. Immediately evacuate the Bryce Jordan Center. Set up designated areas in the Intramural Building where people that were inside the Bryce Jordan Center can be tested to see if they have inhaled anthrax. Those that test positive will immediately be sent to Mount Nittany Medical Center and surrounding hospitals in the area for medical attention.

Best Option:

The best option for anthrax inhalation at THON scenario would be solution option #3, to evacuate those that were inside of the Bryce Jordan Center at the time of the attack to the Intramural Building to be tested to see if they are positive for anthrax inhalation. The next best option is solution option #2, to distribute hazardous bodysuits and facemasks to those inside the Bryce Jordan Center and then begin the evacuation.

Reasons:

Solution option #3 is the best option during this situation, as it wastes no time in evacuating the Bryce Jordan Center. THON attendees that were inside the BJC at the time of the attack will receive immediate attention to see if they test positive for anthrax. This is important to identify

as soon as possible because if it is not treated in a timely manner, anthrax can be fatal. In addition, several attendees at THON are children that are currently battling cancer with severely weak immune systems. If these children have inhaled the substance, they need immediate medical attention to increase their chance of survival.

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KEY PUBLICS

Internal Publics:

- Bryce Jordan Center Staff and Security
- Police on staff
- THON Volunteers
- Entertainment on location
- THON food suppliers
- Students present during crisis
- All attendees
- Visiting Four Diamond families

External Publics:

- Penn State Police
- State College Fire Department
- State College Police Department
- Penn State Students
- Families of Penn State Students and Visitors
- Penn State Auxiliary
- Mount Nittany Medical Center
- University Health Services
- Penn State Hershey Medical Center
- Penn State Board of Trustees
- Center of Disease Control
- Homeland Security

FACT SHEET



127 Bryce Jordan Center University Park, Pa. 16802 (814) 863-5500

FACT SHEET

The Bryce Jordan Center is a major entertainment venue for the Centre County and the surrounding areas of State College, Pennsylvania. Established on January 6, 1996, the Jordan Center hosts a variety of events such as commencements, THON, family shows, sports exhibitions, lectures, Big Ten Basketball and top-name performers in the music and entertainment industry. Funded through the state and private dollars, the Jordan Center was built to be a major center of academic, athletic, conference and entertainment in Central Pennsylvania.

The Jordan Center is located on the campus of The Pennsylvania State University and is centrally located within the state of Pennsylvania. It is the only entertainment facility of its size in the area.

LEADERSHIP

- Media Spokesperson, Bernie Punt
- Vice President of University Relations, Bill Mahon
- Director of Public Information, Lisa Powers

- BJC General Manager, Robert Howard
- Control Center Coordinator, Bernie Punt
- Facility Manager, Rick James
- Vice President of Finance and Business, Auxiliary and Business Services, Al Horvath
- Liaison between Athletic Department(s) and Control Room: Athletic Director and Assistant Athletic Director/Operations
- Penn State President, Eric J. Barron
- Executive Vice President and Provost, Nicholas P. Jones

SERVICES

- Commencement ceremonies
- Sports exhibitions (Penn State Athletic Events)
- Family shows
- Job fairs
- Circuses
- Lectures
- Big Ten Basketball
- Musical entertainment and performers (Concerts, Comedians)

LAYOUT

- The Bryce Jordan Center has four main gates available to the public on the concourse level
- The concourse separates the Concourse Level from the Event and Lower Event Levels
- The Concourse Level is the top deck of the Jordan Center. The sections begin with Row A and extend up to Row S on the ends and Row P on the sides of the arena. The rows contain 16 seats per row and are numbered 1-16.
- The Event Level is the middle part of the arena. The sections begin with Row A at the bottom of the section and extend up to Row P at the top of the section, where the main entrances are. The rows contain 16 seats per row, except for the corners, and are numbered 1 16.

- The Lower Event Level is located below the Event Level and contains Row KK, which is on the Floor Level and extends up to Row AA, which touches the base (Row A) of the Event Level. The rows contain 16 seats, except for a few sections, and are numbered 1 16.
- The Floor Level Varies from show to show.
- There access to the Event Floor from the East and West Truck Ways.

SECURITY

- Every student must present a PSU student I.D.
- All small bags and purses are screened.
- No large bags, backpacks and duffels are allowed inside the doors.
- Outside food and beverages will not be permitted inside the BJC.
- Coats may be worn inside but must be temporarily removed during entrance past security.
- All entrances have security.

LOCATION

- Located at the corner of University Drive and Curtain Road.
- On the East side of the Penn State University Park Campus
- Positioned between Beaver Stadium and the Multi-sport Facility and across from Pegula Ice Arena

ADDITIONAL INFORMATION

- Home to the Penn State Men and Women's Basketball teams.
- Can accommodate a variety of groups and events including meetings, banquets and concerts.
- Hosted top entertainment performers: Garth Brooks, Janet Jackson, Billy Joel, Elton John, Bruce Springsteen, the Backstreet Boys, Aerosmith, Cher, Gloria Estefan Whitney Houston, Yanni and Metallica.

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CONTROL CENTER

The crisis control center will be located at the Pegula Ice Arena. Pegula's close proximity to both the Bryce Jordan Center and the Intramural Sports Building makes it the best location for the control center to be held.



Address:

250 University Drive

University Park, PA 16802

814-865-4102

HOLDING STATEMENT



THON Weekend Anthrax Attack

The Pennsylvania State University confirms that is has received information about an anthrax attack during THON weekend. At this point in time, we have received news that the attack began early on during the event, and came to a peak on Saturday, February 21st at approximately 6 a.m. We have the students, volunteers, State College residents, and every member of the Penn State Community's safety as well as best interests at heart. The proper safety plans are in action. We have contacted the Center of Disease Control and are working on setting up triage units as we speak.

More than 7,000 participants may be involved in this crisis. If you think you may have been exposed to anthrax, please call the CDC hotline 1 (800) 232-4636.

Our hearts go out to everyone in harms way, and we hope for their safe recovery. We will keep you updated as we get more information.

PHONE TREE

In the event of a crisis, police and emergency personnel are notified. The phone tree is immediately initiated among the BJC staff and the university emergency management group.

- 1. Bernie Punt, Media Spokesperson
- 2. Bob Howard, Bryce Jordan Center General Manager
- 3. Lisa Powers, Secondary Media Spokesperson and Penn State Director of News and Media Relations
- 4. Bill Mahon, Penn State Vice President for University Relations
- 5. Rodney Erickson, Penn State University President

INCIDENT INDENTIFICATION

Type of incident: A bioterrorist attack has been unleashed on the Bryce Jordan Center during THON at The Pennsylvania State University. The rare biological agent anthrax was used in the terrorist attack. The spore like bacteria is not immediately harmful, but can cause death if not treated as soon as possible.

Details of incident: On February 21, 2015 a massive outbreak of anthrax has been unleashed in the Bryce Jordan Center during Penn State's THON weekend. The anthrax bacteria have been inhaled and infected more than 7,000 participants during the early hours of the event.

Actions taken: Contact everyone on phone tree, both internal and external. Alert victims in the Bryce Jordan Center that a hazardous substance has been released and they must be evacuated to the nearby Intramural Sports Building for medical testing. Send those that test positive for anthrax inhalation to neighboring hospitals such as Mount Nittany Medical Center for medical attention. The Bryce Jordan Center needs to be quarantined to prevent the disease from spreading.

Support required: Local authorities will be needed to help prevent chaos from occurring. Medical areas set up in the Intramural Sports Building will help THON attendees that were inside the Bryce Jordan Center at the time of attack establish whether they have inhaled the substance or not. Homeland Security/CDC may want to set up quarantine to keep the disease from spreading.

Contact details:

- 1. Homeland Security
- 2. CDC
- 3. EPA
- 4. Board of Trustees
- 5. Legal Council
- 6. Campus Police/Local Authorities
- 7. President of University
- 8. PR Director
- 9. Students
- 10. Local News media (CDT, The Daily Collegian, Fox, etc.)

MEDIA CONTACTS

Newspaper

> Centre Daily Times

Address

3400 E. College Ave. State College, PA 16801

Telephone

814-238-5000 or

800-327-5500

cdtnewstips@centredaily.com.

Contact: Mike Dawson, 814-231-4616

Matt Morgan, Centre County Government- 814-235-3928

>The Associated Press

Address

1835 Market Street - Suite 1700 Philadelphia, Pennsylvania 19103

Telephone

Headquarters: 212-621-1500

Contact:

Paul Colford, Director of Media Relations, 212-621-1895

Erin Madigan White, Senior Media Relations Manager, 212-621-7005

>United Press International

Address

1133 19th Street N.W. Washington, DC 20036

Telephone

1-202-898-8000

>Reuters

Address

Thomson Reuters

3 Times Square

New York, New York 10036

Telephone

1-646-223-4000

Contact

Barb Burg, VP, Global Head of Communications, 1-646-223-6919

Heather Carpenter, PR Manager Americas, 1-646-223-8551

>The Daily Collegian

Contact

Brittany Horn, Editor-in-Chief

Telephone

814-865-1828

Address

123 S. Burrowes St.

State College, Pa. 16801

>The Philadelphia Inquirer

Contact

Joseph Gambardello, Breaking News

Email

jgambardello@phillynews.com

Telephone

215-854-4500 (news room)

215-854-5901 (daily news room)

Address

801 Market Street

Philadelphia, PA, United States

> Pittsburgh Post Gazette

Contact

John Robinson Block, Editor-in-Chief

David M. Shribman, Executive editor

Telephone

412-263-1100

Address

34 Blvd. of the Allies

Pittsburgh, PA 15222

>Pittsburgh Tribune-Review

Contact

Frank Craig, Editor

Telephone

412-320-7816

Address

503 Martindale St.

3rd Floor

Pittsburgh, Pennsylvania 15212 United States

Television

>WTAJ TV News

Contact

News Director-Scott Levy, (814) 942-1010, ext 175

Phil Dubrow, VP/General Manager

814-942-1010, ext 102

Location

5000 Sixth Avenue

Altoona, PA 16602

Number

814-942-1010 - Telephone

814-943-3001 - Fax

> 6 WJAC TV

Address

WJAC

49 Old Hickory Lane

Johnstown, PA 15905

Phone Number

814-255-7600

Contact

Rob Abele, Director of Engineering, 814-255-7624, engineering@wjactv.com

>CNN News

Contact

404-827-1500

Location Headquarters

CNN Center

190 Marietta St NW

Atlanta, GA 30303

> ABC News (6 ABC Action News- Philadelphia)

Contact

1-866-978-4232

Location

6abc WPVI-TV/DT

4100 City Avenue

Philadelphia, PA 19131

>FOX News

Contact

1-888-369-4762

Location Headquarters

New York City, New York, U.S.

>NBC News

Contact

212-664-4444

Location Headquarters

NBC News 30 Rockefeller Plaza New York, N.Y. 10112

>CBS News

Contact

212-975-4321

Location Headquarters

524 W. 57 St.

New York, NY 10019

Radio

>CBS Radio

Address

1271 Avenue of Americas FL 44 New York, New York 10020

Telephone

212-649-9600

>ABC Radio

Address

47 West 66th Street New York, NY 10023

Telephone

Contact

Jeffrey Schneider, Senior Vice President News Communication

212-456-3587

Nicole Enberg, ABC News Digital and Radio

212-456-6872

>Clear Channel Communications, Inc.

Address

200 East Basse Road

San Antonio, Texas 78209

>Cumulus Media, Inc.

Address

3280 Peachtree Road, NW Suite 2300

Atlanta, Georgia 30305

Telephone

404-949-0700

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POTENTIAL QUESTIONS

Q#1: Do you believe this was a terrorist attack?

A#1: We have reason to believe this is an act of terrorism. Anthrax is an incredibly severe substance and its spreading is taken very seriously.

Q#2: Were there any previous threats?

A#2: There were no previous threats to THON or any other events that were recently held at the Bryce Jordan Center.

Q#3: Has a suspect been identified?

A#3: As of right now there are no suspects in the case. We are currently reviewing video surveillance from inside of the Bryce Jordan Center to identify any possible suspect or suspects.

Q#4: Are there multiple suspects?

A#4: There is potential for multiple people to have been involved in plotting the accident. As of now there are no suspects and we are reviewing video surveillance from the Bryce Jordan Center.

Q#5: Were there any fatalities?

A#5: The symptoms of anthrax takes several days to take effects, currently medical reports show that there have been no fatalities as of yet.

Q#6: Where were those who were infected taken?

A#6: Those that tested positive for anthrax inhalation were taken to hospitals in the area including Mount Nittany Medical, UMPC Altoona and Penn State Hershey Medical.

Q#7: What authorities are involved?

A#7: We are currently working with State College Police as well as the FBI and Department of Homeland Security to find the suspect or suspects.

Q#8:What security measures are currently being taken at the BJC?

A#8: We have closed down all buildings and activities on campus and have a police line set up around the BJC. We are working with the FBI and police to find out more information on the attack.

Q#9: What type of chemical or weapon was used?

A#9: We have determined that anthrax was released inside of the Bryce Jordan Center.

Q#10: At approximately what time did the incident occur?

A#10: The incident occurred on Saturday 21, 2015 at approximately 6:00 a.m. inside of the Bryce Jordan Center.

Q#11: How many people were inside of the BJC at the time of the attack?

A#11: We estimate that there were a total of 7,000 THON participants during the time of the attack.

Q#12: What evacuation procedure was followed after the attack?

A#12: Our evacuation plan was to safely get participants outside of the BJC and over to the Intramural building across the street where they will be tested for a possible anthrax inhalation.

Q#13: What location were attendees evacuated to?

A#13: Attendees were evacuated to the Intramural Sports Building located on Curtin Road to be tested for possible anthrax inhalation.

Q#14: Where any Four Diamond Families impacted?

A#14: At this time, we are not publically announcing the names of those who have been affected by the anthrax attack. We are currently working on contacting family members of those in need of medical attention.

Q#15: Was the attack directed towards any person or group in specific?

A#15: As of right now, we do not have enough information to suggest if this attack was directed towards any person or group in specific. We are working to establish a suspect or suspects in the case that will help to answer this question.

Q#16: Has your staff been properly trained to prepare for such an incident?

A#16: the staff has been prepared for emergency situations in which evacuation is necessary.

We have simulation drills two times a year to help prepare for situations like this.

O#17: What steps will the BJC/THON being taking to prevent this from happening again?

A#17: Right now the focus is on handling the current situation.

Q#18: Why are all attendees being kept inside the BJC?

A#18: All attendees were evacuated from the Bryce Jordan Center and taken to the Intramural Building located on Penn State's campus. Attendees are being tested for possible inhalation of anthrax at the Intramural building and those testing positive are being taken to nearby hospitals for medical attention.

O#19: Are there currently any other chemical threats around the Penn State campus?

A#19: At this time we have no reason to believe that there is any other type of chemical threat on the Penn State campus.

Q#20: Is there any security footage that hints at who could have carried out the attack?

A#20: We are currently viewing the video surveillance footage from cameras both in and outside of the Bryce Jordan Center. When we have more information on the matter the media will be contacted.

Q#21: Is the attacker still believed to be in the BJC?

A#21: As the Bryce Jordan Center has since been evacuated the attacker is not in the building.

Q#22: How are you dealing with the concerns of family members and students?

A#22: We have been answering all questions and concerns via telephone, email, and through our dark site.

Q#23: What security measure had been taking place at the BJC prior to the attack?

A#23: State College Police as well as University Police have been directing traffic and patrolling both inside and outside areas of the BJC.

Q#24: How are you communicating with families of those affected?

A#24: We are currently gathering emergency contact information from all of those that were in attendance at THON during the time of the attack. We will be using this information to make phone calls to families as well as send text message and e-mail updates as the situation evolves.

O#25: How do you think this incident will affect attendance at future events?

A#25: The future of THON at Penn State will be left in the hands of the president and board members of the university. If THON were to continue at Penn State, security measures will have to be amped up to ensure a situation like this never happens again.

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127 Bryce Jordan Center University Park, Pa. 16802 (814) 863-5500

Contact: Bernie Punt

(814) 863-####

Fax: (814) 863-####

punt@psu.edu

FOR IMMEDIATE RELEASE

ANTHRAX INVADES PENN STATE'S THON WEEKEND

UNIVERSITY PARK, Pa., Feb. 21- At approximately 6:00 a.m. this morning, an anthrax attack has been released through the air vents at the Bryce Jordan Center during THON, a dance marathon benefiting kids with cancer. The local and federal authorities are currently working on the investigation.

It is estimated that 7,000 people were in attendance during the attack, most of which have been exposed to the biological agent. Anthrax is a life-threatening disease that can be transmitted to humans by contact through skin or inhalation. It does not spread from person to person. Exposure to anthrax takes one to seven days to show symptoms in its infected victims. If not properly treated, an outcome can be possible death.

BJC ANTHRAX SCARE 2-2-2-2

The Bryce Jordan Center has been evacuated and pedestrians have been moved to the designated safety zone at the Intramural building, located across from the BJC. The University is currently working with Penn State Hershey Medical Center, UMPC Altoona, and Mt. Nittany Medical Hospital to test and treat participants at the Intramural building. There have been no reports of any casualties so far, but 31 participants have been rushed to the hospital and placed into critical care. A perimeter has been set up around the Bryce Jordan Center to prevent further harm to the media and local community.

At this time, we extend our deepest regrets and condolences to those affected by this tragic event and to their families. The Bryce Jordan Center and authorities are doing everything they can to investigate the situation and take preventative actions to keep this from occurring again.

As new information comes in, we will release it to the public immediately. Please contact the Penn State Department of Public information at (814) 865-7517 or refer to our website at crisiscomm373.wordpress.com for more information or questions.

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List of Emergency Personnel and Local Officials

>State College Mayor Elizabeth Goreham 243 South Allen Street State College, PA 16801 814-234-7106

>Borough Council
243 South Allen Street
State College, PA 16801
814-234-7106
814-231-3082 (fax)

>Division of Health & Neighborhood Services 243 South Allen Street State College, PA 16801 814-234-7109 814-234-7197

>State College Police Department

Thomas King Chief of Police 243 South Allen Street State College, PA 16801 814-234-7150 814-235-3324 (fax)

>Mount Nittany Medical Center 1800 E. Park Ave. State College, PA 16803 814-231-7000

>University Health Services Penn State University Student Health Center University Park, PA 16802 814-863-0774

>UMPC Altoona 620 Howard Ave Altoona, PA 814-889-2011

>Department of Homeland Security Chemical Security Tip Line: 877-394-4347

>*FBI* 1-800-CALLFBI

>Alpha Fire Company 400 West Beaver Ave State College, PA 814-237-5359

>Penn State Hershey Medical Center 500 University Dr, Hershey, PA 17033 717-531-8521 >Centre LifeLink EMS 125 Puddintown Road State College, PA 814-237-8163

>Pennsylvania Governor Tom Corbett 717-787-2500

>Pennsylvania Senators

>Bob Casey, Jr.

817 E. Bishop Street, Suite C

Bellefonte, PA 16823

814-357-0314

> Pat Toomey

Richland Square III, Suite 302

1397 Eisenhower Blvd

Johnstown, PA 15904

814-266-5970

>Pennsylvania Representatives

>Allyson Schwartz

7712 Castor Avenue

Philadelphia, PA 19152

215-335-3355

>Keith Rofus

110 Franklin Street, Suite 150

Cambria County Complex

Johnstown, PA 15901

814-619-3659

>Timothy F. Murphy

504 Washington Rd.

Pittsburgh, PA 15228

504 Washington Rd. Pittsburgh, PA 15228

>Mike Fitzpatrick

1717 Langhorne Newtown Rd. Suite 400

Langhorne, PA 19047

215-579-8102

>Mike Kelly

101 E. Diamond St., Suite 218

Butler, PA 16001

724-282-2557

>Lou Barletta

59 West Louther Street

Carlisle, PA 17013

717-249-0190

>Tom Marino

543 Easton Turnpike, Suite 101

Lake Ariel, PA 18436

570-689-6024

>Mike Doyle

2637 East Carson Street

Pittsburgh, PA 15203

412-390-1499

>Robert Brady

1350 Edgmont Avenue, Suite 2575

Chester, PA 19013

610-874-7094

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