

*University of Pittsburgh,
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*The Pennsylvania Child Welfare
Training Program*



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TRAINING GUIDE FOR BERKS COUNTY SERVICES CENTER

633 Court Street, 9th Floor
Reading, PA 19601
610-478-6700

Dear Trainer,

One of the core values of the Pennsylvania Child Welfare Training Program is to ensure high quality training services to child welfare professionals. Providing appropriate and organized training locations is part of this value. To assist you in implementing this service, the Training Program would like to provide you with information regarding each of the training locations that is used to deliver training. The purpose of the guide is to give you detailed information about the facility and the area where it is located. The guide consists of the following sections:

Section One: Area and Facility Information

Section Two: Training Room Information

Section Three: Closing the Training Day

The Training Program appreciates your involvement and support in the achievement of providing an organized and productive learning environment. It is our hope that this guide is a useful informational tool for you to use and refer to during the training event. Your input is welcomed for additional helpful information that should be added as part of the guide.

Sincerely,

Training Delivery Staff

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Section 1:

Area and Facility Information



Contents of this Section:

- ❖ Directions to the Facility
- ❖ Local Hotel Information
- ❖ Accessing the Building
- ❖ Emergency Information
- ❖ Training Program Contact

► **FACILITY AND AREA INFORMATION** ◀

Directions to the Facility:

From Allentown:

Take 222 South. When in Reading 222 South turns into 5th Street. Go several blocks and make a left onto Court Street. Go two blocks and you will see BCSC, a large modern building with a lot of windows on your left. The parking garage is directly across the street on your right.

From Harrisburg:

From the Turnpike take the Morgantown Exit. Take Route 176 to Route 422. Take the Reading exit. Go across Penn Street Bridge. Make a left onto North 6th Street. Make a right onto Court Street. BCSC is a large modern building with a lot of windows. The parking garage is located directly across the street from the building.

From Kutztown:

Take US 222 South which changes to 5th Street. Pass the Post Office. Go several blocks and make a left onto Court Street. Go two blocks and you will see BCSC, a large modern building with a lot of windows on your left. The parking garage is directly across the street on your right.

From Lancaster:

Take US-222 North to Reading. Take the Penn Street Exit. Turn right onto Court Street. The parking garage is located directly across the street from the building.

From Philadelphia:

Take 176 to Morgantown to the Turnpike. Take 422 East to the Penn Street exit in Reading. Cross the bridge, make a left at the 2nd light to 4th Street. ½ Block – Court Street. BCSC is a large modern building with a lot of windows. The parking garage is located directly across the street from the building.

From Pottstown:

Take 422 to Reading. Take the Penn Street exit. Make a left onto 6th Street. Make a right onto Court Street. BCSC is a large modern building with a lot of windows. The parking garage is located directly across the street from the building.

From Pottsville:

Take Route 61 South. When in Reading, 61 South will junction to 5th Street (Burger King). Make a right onto North 5th Street. Go several blocks and make a left onto Court Street. Go two blocks and you will see BCSC, a large modern building with a lot of windows on your left. The parking garage is directly across the street on your right.

From Williamsport:

Take the I-80 East exit towards Bloomsburg. Merge onto I-80 East. Take the I-81 South exit towards Harrisburg (Exit 260A). Merge onto I-81 South. Take the PA 61 South exit towards St. Clair (Exit 124A). Continue on PA 61 South to Reading. When in Reading, 61 South will junction to 5th Street (Burger King). Make a right onto North 5th Street. Go several blocks and make a left onto Court Street. Go two blocks and you will see BCSC, a large modern building with a lot of windows on your left. The parking garage is directly across the street from you.

From Route 183:

Pass the airport straight into Reading. Cross over the bridge onto Schuylkill Avenue. Make a left at the parking garage onto Washington Street. Make a left onto 5th Street. At the traffic light make a left onto Court Street. BCSC is a large modern building with a lot of windows. The parking garage is located directly across the street from the building.

Local Hotel Information:**Wyndham Inn**

100 N. 5th Street

Reading PA

610-372-3700

Corner of 5th and Washington Streets – within walking distance

Ramada Inn

2545 North 5th Street

Reading, PA 19601

610-929-4741

15 Minute Drive to training site

Days Inn

2299 Lancaster Pike (Rte 222)

Shillington, PA

610-777-7888

20 minute drive to training site

Hampton Inn (Free Breakfast Bar)

1800 Paper Mill Road

Wyomissing, PA

610-374-8100

10 minute drive to training site

Holiday Inn Express at Reading Regional Airport

2389 Bernville Road

Reading, PA

610-372-0700

15 minutes drive to training site

Accessing the Building:

The building is the glass front building behind the courthouse and the building is open from 8:00 am – 5:00 pm. If trainers need to arrive before 8:00 am they can contact Bev Ganter prior to training day to make those arrangements.

Upon entering the building, you will go through a security area. All training materials will be placed through the metal detector. Also, please note that camera cell phones will not be allowed in the building. Security will hold on to the camera cell phone until you pick it up at the end of the day.

Once through the security area, take the elevator to the 9th floor, if you wish to take stairs must take elevator to 2nd floor and then take stairs the rest of the way.

Contact Person:

Bev Ganter 610-478-6701 or 1-866-777-8780

Parking:

You can park in the parking garage across the street from Berks County Services Center, however it costs \$12.00 for the day. An additional parking garage is located on the other side of the building at Poplar and Walnut Streets.

Special Accommodations:

In the case that you have a participant requesting an accommodation due to a disability that was not already brought to your Training Delivery Specialist's attention:

- Parking is available but special arrangements are required with Berks County due to the availability of parking. If a special accommodation is required please contact your training specialist as soon as possible.
- The restrooms are handicapped accessible.
- Elevators are located on every floor.

If you require additional assistance, you are asked to contact your Training Delivery Specialist, Joshua Foose, by calling 717.795.9048.

Emergency Information:

Hospitals:

Reading Hospital and Medical Center
Sixth Avenue & Spruce
West Reading, PA 19611
610-988-8000

St. Joseph Medical Center
12th & Walnut Streets
Reading, PA 19601
610-378-2000

Fire-Police Medical:

911

Pennsylvania State Police
Kenhorst & Pershing
Reading, PA 19601
610-378-4011
Reading Police
815 Washington Street
Reading, PA 19601
Emergency – 610-655-6111
Non-Emergency – 610-655-6116

Training Program Contact:

Your contact person for Berks County Services Center is Joshua Foose, Training Delivery Specialist. You can reach him at 1-877-CWP-PITT (297-7488). This is a toll free number that has been set up for use by the trainers. A call should be placed to the Training Program prior to 9:00 a.m. on the day of the training to verify the status of the training room and materials on the first day of training.

Section 2:

Training Room Information



Contents of this Section:

- ❖ Training Room Location
- ❖ Restroom Location
- ❖ Smoking Information
- ❖ Training Room Layout
- ❖ Training Equipment Availability and Location
- ❖ Training Supplies Availability and Location
- ❖ Office Equipment Availability and Location
- ❖ User Friendly How-To Directions
- ❖ Troubleshooting Instructions
- ❖ Contact Person for Set-up or Technical Problems

▶ TRAINING ROOM INFORMATION ◀

Training Room Location:

If you parked in the parking garage, walk across the street (Court Street). Then walk down Reed Street under the arch to the glass front building on your right. You will go through a metal detector and be in the lobby. The training room is located within the Berks County Children & Youth Office – 9th floor. Then go to the blue sign that reads “Public Conference Room” and through the double doors.

Restroom Location:

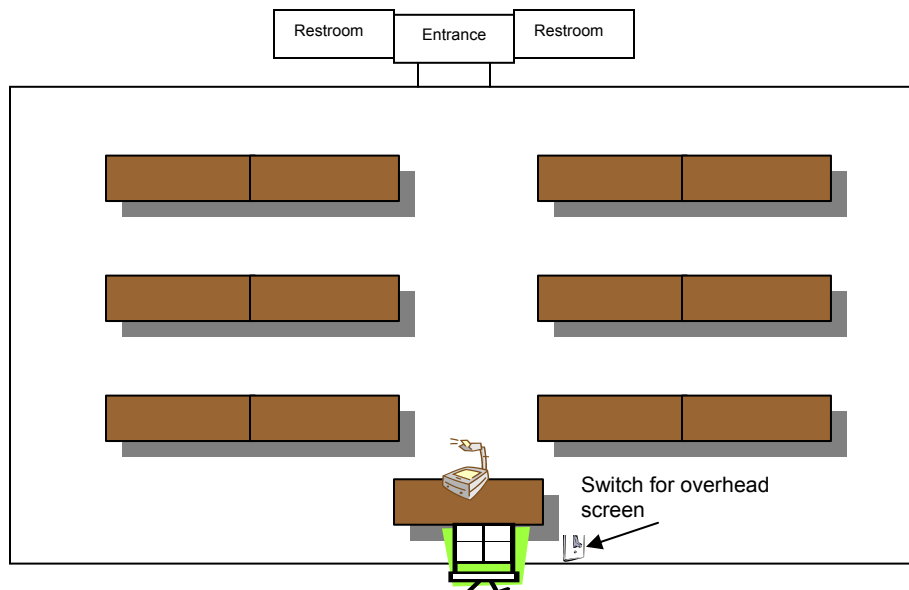
Restrooms are right across the training room doors on either side.

Smoking Information:

Smoking is not permitted in the building. The smoking area is located outside at the Entrance of the building.

Training Room Layout:

The tables are set up “classroom style”. Tables can be moved around if trainer wants room set up differently. This can be taken care of the morning of the training. Light switches located at various places on the walls. The overhead screen is located in the ceiling above the windows. The switch is located on the wall to the left of the windows. Flip the switch and the screen comes down



Training Equipment Availability and Location:

The TV, VCR and overhead projector is already set up in the room. Flip chart easels and pads are also located in the room. Any extra supplies can be found in the supply closet. The room also contains a bulletin board with thumbtacks, a large dry erase board, and a podium.

**PowerPoint is only available if the trainer brings their own laptop computer, and only if discs are used. The trainer is responsible for setting up PowerPoint themselves.

Training Supplies Availability and Location:

Training Supplies are located in the supply closet. You must see Bev Ganter for the supplies. If Bev is not available, one of her secretaries will have the key, and also any of the people whose desks are in the office area to the right of the training room (if you're facing front of the room) will have a key.

Office Equipment Availability and Location:

There is no telephone located in the room. If you need to send a fax you must see Bev. The fax number is 610-478-6823. If you need to use a computer or make extra copies of handouts, you must see Bev Ganter.

User Friendly How-To Directions:

Please see the instructional CD.

Troubleshooting Instructions:

Please see the instructional CD.

Contact Person for Set-up or Technical Problems:

If you are having problems fixing the situation, please contact the following: Bev Ganter. See can be reached at 610-478-6701. If Bev is not available, please contact your Training Delivery Specialist, Joshua Foose immediately.

Section 3: Closing the Training



Contents of this Section:

- ❖ Checking the Room
- ❖ Returning the Building Keys
- ❖ Trash Disposal
- ❖ Cleaning Services Available
- ❖ Extra Handouts
- ❖ Reporting Concerns or Broken Equipment

► CLOSING THE TRAINING ◀

Checking the Room:

Please ensure the following is completed before leaving the room:

- Tables are clear of paper and trash.
- Equipment is put away in the proper place use by the next trainer.
- Supplies are returned to the proper place.
- Lights are turned off.
- Training equipment is taken off the walls.
- Leave equipment in room.
- Do not have to lock doors.

Trash Disposal:

Trash is placed in receptacles provided.

Cleaning Services Available:

The building custodians will clean the room each evening. If you are holding a two-day training, please leave a note on the door if you choose to not have the room cleaned prior to the second day.

Extra Handouts:

Extra handouts may be saved for another training your may be scheduled to train, or you may throw them away in the trash receptacles provided in the training room.

Reporting Concerns or Broken Equipment:

Trainers are responsible for calling Joshua Foose, Training Delivery Specialist, at 1-877-CWP-PITT (1-877-297-7488) on the last day of the training to communicate the status of the training, i.e. issues with equipment, trainees, location problems, and how the overall training went.

▶ *Emergency Evacuation Plan* ◀

TYPES OF EVACUATIONS

FLOOR EVACUATION: (ALL WORK SHIFTS)

A Floor Evacuation means my floor goes to the designated safety area in the OTHER building. The fire alarm will sound and strobe light will flash on my floor. This means other areas of the building may not be affected.

- Service Center Employees go to the 1st floor of the Courthouse*.
 - Courthouse Employees go to the AUDITORIUM on the 2nd floor Services Center*.
- * Please wait for further instructions once you have reached your designated safety area.

BUILDING EVACUATION: (DAY SHIFT)

SAME situation as Floor Evacuation PLUS an announcement over the public address system. A Building Evacuation means that ALL floors need to evacuate to the Sovereign Center.

- Proceed to the Sovereign Center to your assigned section.
Your assigned section is available on the Intranet (<http://www.co.bekes.pa.us/intranet>) under Risk & Safety. **Must have employee ID in order to enter the Sovereign Center.**

What do I do when I evacuate?

- *Take all essential items from your work area
 - coat, purse, umbrella, keys
- *Leave all drinks behind



If you need special assistance:
 Please call the fire department at 911 or call the fire department from a pay phone at 717-261-2222. Do not use the fire department's pay phone. The fire department will provide special assistance to you if you call ahead of the fire department. The fire department will provide special assistance to you if you call ahead of the fire department.

EVACUATION ROUTES

USE THE STAIRS!

Use the **CLOSEST** stairwell



Gather at the appropriate area for a Floor Evacuation or Building Evacuation. Report to your floor monitor or department head and wait for the "ALL CLEAR" notification or further instructions.

* Bomb Threat Evacuation* (ALL WORK SHIFTS)

Official notification to evacuate will be announced over the public address system. The building evacuation will take time. Elevators will continue to operate, but please reserve for people with special needs and their escort.

- Check your work area quickly to note if there might be anything odd that you notice and report it to one of your Safety Monitors or the Security Officer as you leave the building. Your report will be invaluable to the Reading Police with their investigation.
- Report anyone with special needs who was not able to evacuate to your Safety Monitors or the Security Guard as you leave the building.
- Proceed to the Sovereign Center and be seated in your department's assigned section.
 - If the Sovereign Center is closed during day shift hours, proceed past the building to the BARTIA Station and wait for instructions.
 - Evening and midnight shift employees should leave the building and remain close to a police officer at the edge of the safety cordon around the building. Wait for instructions from the police officer.

WHAT DO I DO IF I RECEIVE A BOMB THREAT?

1. Keep the caller on the line as long as possible. Ask caller to repeat the message. Document every word spoken by the person.
2. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK him/her for this information.
3. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
4. Pay particular attention to background noises, such as motors running, music playing and any other noise which may give a clue to the location of the caller.
5. Listen closely to the voice (male, female), voice quality (calm, excited), accents, and speech impediments.
6. Immediately after the caller hangs up, call Security at extension 4999 and immediately notify your supervisor or department head.

WHAT DO I DO IF I NOTICE A SUSPICIOUS PARCEL?

1. DO NOT PANIC. Do not shake, bump, open or empty the contents.
2. Don't handle a letter or package that you suspect is contaminated.
3. Don't smell, touch, or taste it. Isolate it.
4. Report the incident to Security at ext. 4999 and to your supervisor.
5. Use a paper towel, tissues or paper to serve as a barrier from your hand touching other areas such as a doorknob or phone.
6. Leave the room and close the door.
7. Wash your hands with soap and water.
8. List all people who were in the room when this package was recognized.

MY Floor Evacuation Point is:

Auditorium 2nd Floor - Service Center

OR

1st Floor - Court House

**MY Sovereign Center
Evacuation Section:**

105

MY AREA Monitor's Name is:

Beverly Gantner

SECURITY DESK



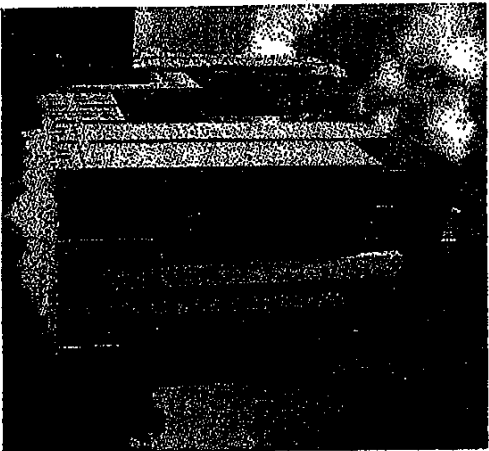
Copies available:
Chief Clerk's Office
OR
Court Administrator's Office

COUNTY OF BERKS

10/2007

**Emergency Evacuation
Information**

Quick Reference Guide



What do I do in an emergency?

- > Medical - Dial 9-911
- > Fire - 1) Pull the nearest "Fire" Pull Station
2) Evacuate the floor
- > Other Emergencies - Bomb Threats & Suspicious Objects
Call Security - ext. 4999

Berks Commissioners: What do I do in the event

Medical Emergency

In the event of a medical emergency, please call 9-911.

Fire Emergency

Pull the nearest 'Fire' Pull station.

Evacuate the floor following the appropriate evacuation procedure.

Other emergencies such as bomb threats or mysterious objects

Call the Security Desk at extension 6352

If at any time you feel the need to report an emergency or feel that you are unsafe contact the Security Desk at extension 6352. This number will be answered by Security personnel 24 hours a day 7 days a week.

Back to Emergency Evacuation home page

TYPES OF EVACUATIONS
WHAT DO I DO WHEN I EVACUATE?
EVACUATION ROUTES
SPECIAL ASSISTANCE

**Floor Evacuation
versus
Building Evacuation**

Floor Evacuation
means **my floor goes to the designated area in the OTHER building**. The fire alarm will sound +
strobe light will flash on my floor. This means other areas of the building may not be affected.

Service Center Employees go to the First Floor of the Courthouse

Courthouse Employees go to the AUDITORIUM on the 2nd floor of the Services Center

Building Evacuation
the **SAME** conditions exist as a **Floor Evacuation PLUS** an announcement over the **public address system**. A **Building Evacuation** means the **ALL** floors need to evacuate to the **Sovereign Center**.

Proceed to the Sovereign Center to your assigned section

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WHAT DO I DO WHEN I EVACUATE?

Take all essential items from your work area. (coat, purse, umbrella)

Leave all drinks behind.

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EVACUATION ROUTES

Courthouse and Services Center

Courthouse

Employees on the Upper levels (10th Floor and Above) will exit down the West Center St