



## **EMERGENCY NOTIFICATION AND EVACUATION PLAN**

**(Crisis Management Plan and Procedures)**

*Updated June 2011*

**Campus Security: 714.580.6097**

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### Crisis Scenarios (Alphabetical Order)

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## **Overview**

In the event of a crisis situation, an organization needs to be prepared to provide a swift and appropriate response. In the absence of a well-thought plan, a campus emergency can erupt into a catastrophic mess. Communication lines aren't clear, rumors fly, panic ensues, trust for management erodes and the organization's reputation can be irreversibly damaged.

This emergency notification and evacuation policy provides the guidelines to direct the campus community during emergency or crisis situations occurring at The Art Institute of California – Orange County. By following this policy, campus leadership can ensure that incidents will be handled in an immediate, efficient, consistent, sensitive, and professional manner. This policy will be reviewed annually and revised as needed by the Dean of Student Affairs, with input from the Crisis Management Team.

A crisis can happen in a split second and in most cases needs an immediate, clear, calm response. In those crucial moments, students, staff, and faculty need to be prepared. They need to know the protocol and need to feel empowered to provide an immediate and appropriate response. This policy documents the procedures to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving the immediate threat to the health or safety of student or staff occurring on the campus, unless issuing a notification will compromise efforts to contain the emergency.

## **Definition**

For the purpose of this plan, an emergency or crisis situation is defined as any incident occurring on The Art Institute of California-Orange County campus, at a school-sponsored event, or involves students, faculty or staff and jeopardizes the safety and security of The Art Institute community. Example situations may include: bomb threat, campus or student housing crime, sexual assault, violence on campus, death, food poisoning, fire, earthquake, power outage, or any situation that poses a threat to life, property or reputation.

While most people view a crisis situation as something that can't be foreseen, the contrary is more often the case. In many situations there are warning signs, such as, student or employee relations, operational procedures, student/teacher conflict, etc. The campus community needs to be informed of emergency procedures, be trained to anticipate and identify campus emergencies, and subsequently, to be prepared to react appropriately in the midst of an emergency situation. This document will communicate campus procedures in response to a crisis situation.

## **Crisis Management Team**

In any crisis situation, it will be imperative for the appropriate persons to be notified immediately to set the plan in motion and provide an appropriate and swift response. If a student, staff, or faculty member believes that they are the only person or one of the first persons who knows about or witnessed an incident, they must immediately notify campus security, and then a member of the Crisis Management Team (CMT).

The crisis team represents the school's department heads. This team will be responsible for assessing the situation/damage, organizing a response team and developing a response and communications plan.

## **Crisis Management Team:**

**Campus Security: 714.580.6097**

1. Greg Marick, President
2. Steve Rickard, Dean of Student Affairs
3. Linda Johnson, Associate Dean of Academic Affairs
4. Rebecca Nieto, Director of Human Resources
5. Dennis LuPresto, Campus Technology Manager
6. Vita Gebauers, Registrar

#### **Additional Emergency Staff As Needed:**

7. Laura Pinkham, Student Support & Disability Services Coordinator
8. Amanda Zamora, Director of Residential Life & Housing
9. Carl Henry, Director of Administration & Finance
10. Jenny Gonzalez, Director of Career Services
11. Harry Ramos, Senior Director of Admissions
12. Fay Dunahoo, Facilities Manager
13. Academic Directors
14. Campus Security

#### **General Guidelines, Dos/Don'ts**

Any student, staff or faculty member who witnesses or knows of a crisis situation should first contact and inform a member of the CMT in order of the chain of command outlined in this document and then wait for further direction. All rules have exceptions and considerations. Here are a few basics to follow:

- **Call 911 in matters of life and death** or if you're uncertain about the severity of a situation. When in doubt, it is the school's policy to err on the side of caution.
- In the event that the police, fire department or other civil authority is dispatched to the school, a member of **CMT will act as contact (typically the Dean of Student Affairs)**. If you call 911, immediately debrief a CMT member of the situation.
- In the event that violence occurs on campus, faculty and staff should try to diffuse the situation if possible, however, **no one should put themselves in harm's way**. Immediately notify (or in the event that you cannot leave the situation, dispatch someone to notify) a member of the crisis team.
- In the interest of communicating clear, timely and consistent messages to the public, The Art Institute has a policy of only communicating to the media through specified communications channels. At The Art Institute of California - Orange County, the **President is the designated liaison to the media**. While it is important to communicate with our public as soon as possible, The Art Institute will be prudent and thoughtful before it begins disclosing premature and hasty information. Keep in mind that the media is unrelenting when trying to report a "hot" story and will try to get information from anyone they can who might be in the know--including staff and students. Many minor situations have escalated to major issues because the "spokesperson" was not properly equipped to handle the media. A staffer would be ill-advised to talk to the media either proactively or reactively, and the Art Institute discourages you from doing so. These are tasks best left to the company's trained communicators. In the event that you are contacted by the media, direct them to contact the President. The following is a suggested statement to use:

- “In order for you to receive the most current information, please allow me to forward you to the President, Greg Marick, who handles all media inquiries. His number is 714.830.0200 or email at gmarick@aii.edu.”
- Furthermore, the President will determine the appropriate communication and course for disseminating information to all audiences—students, staff, families and the public. Please look to the President to prepare letters, statements and conduct communications briefings.
- **Use your judgment, be responsible and act professionally.** Try not to panic. Panic will cloud your judgment and will alarm others. Remain calm. Think about how your reactions will be perceived by others. Follow the directions outlined in this manual.
- The Dean of Student Affairs **logs all incidents and emergency situations** that occur on campus or at school-sponsored activities. Always contact the Dean of Student Affairs following any crisis situation, to file an incident report.

## **Crisis/Emergency Steps**

**1) For medical emergencies, call 911**

**2) Contact Campus Security: 714.580.6097**

**3) Try to contain/manage the situation.**

- Dispatch someone to get you the help you need.  
*Daytime:* Campus Security, Academic Affairs, Student Affairs, Administration Suite or receptionist for help.  
*Evening:* Campus Security.

**4) Once situation is over, document the incident with written notes as soon as possible.**

**5) Report all incidents to Campus Security (714.580.6097) or the Dean of Student Affairs (714.830.0270) within 24 hours.**

## **Building Addresses & Main Phone Numbers**

Building A – 3601 W. Sunflower Avenue, Santa Ana, CA 92704

Building B – 3501 W. Sunflower Avenue, Santa Ana, CA 92704

Building C – 3511 W. Sunflower Avenue, Santa Ana, CA 92704

### **Main Numbers**

The Art Institute of California - Orange County: 714.830.0200

## **Emergency Notification**

At The Art Institute of California – Orange County, we take pride in providing an environment and atmosphere conducive to the creative process, and your safety is a top priority. The campus crisis management team will immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving the immediate threat to

the health or safety of student or staff occurring on the campus, unless issuing a notification will compromise efforts to contain the emergency.

## **Ai Emergency Alert Notification System**

The Art Institute of California – Orange County has an emergency notification system that will deliver critical information to students, staff, and faculty in the event of a natural disaster or other urgent situation. The Ai Emergency Alert notification system is a mass notification system that allows The Art Institute of California – Orange County students, faculty and staff to receive instant information in case of emergency or school closure via email, text message and/or voicemails. All students, faculty and staff are encouraged to subscribe to the Ai Emergency Alert system. Some examples of situations where the school would use the Ai Emergency Alert system include:

- In the event of a natural disaster.
- Any situation that would require a school-wide evacuation or facilities closure.
- Suspicious or potentially harmful on-site incident where students, faculty and staff would need to know whether it was best to remain in the building or evacuate.

*NOTE: This service is for emergencies only. You will ONLY be notified in the event of a crisis or emergency situation. If you have any questions about the process or how the Ai Emergency Alert system will be used, please contact Steve Rickard, Dean of Student Affairs, at [srickard@aii.edu](mailto:srickard@aii.edu) or 714.830.0270.*

## **How to Sign Up for Ai Emergency Alert**

### *Sign-on Instructions*

- Username: Complete Art Institute email address (e.g. [pah344@stu.aii.edu](mailto:pah344@stu.aii.edu) or [jdoe@aii.edu](mailto:jdoe@aii.edu)).
- Click **Forgot your password**. A temporary password will be sent to your Art Institute email address. DO NOT write anything in the password box.
- Check your email for the password and click on the link provided in the email.
- Log-in with the temporary password and then create a personalized password. Make sure it is one that you will remember.
- Scroll down and click on the link marked **Notification Devices** on the left.
- Click on **Configure** for any devices that will notify you (e.g. personal email, cell phone, off-site phone number). Repeat for next devices. To ensure you do not miss any important notifications, configure two to three different devices.
- Scroll down to **Notification Profile**. This is where you decide which device will be contacted first, depending on the time of day.
- Click **Customize** for Business Hours and use the drop down menu to select which device will notify you first in the event of an emergency and use the second drop down menu to choose the device that will notify you second (in case the first one fails). Click **Configure** to choose your preferred notification system. Click **OK** to save your selections. Repeat these steps for Weekend and After Hours (optional). Click **Save** after each Notification Device is updated.
- Log off system.

## **Process for Notifying Campus Community of Emergency**

This is the process the crisis management team will follow in identifying and verifying a campus emergency:

- Confirm there is a significant emergency or dangerous situation.
- Determine the appropriate segment(s) of the campus community to receive a notification.

- Determine the content of the notification.
- Initiate the notification system.

## Emergency Resources

Urgent Medical Care	U.S. Healthworks	3100 W. Warner Ave. Santa Ana, 92704	714.546.6101
Local Hospital	Fountain Valley Regional Hospital	17100 Euclid Street Fountain Valley, 92708	714-966-7200
Animal Control			714.245.8792
Fire Dispatch (non-emergency)			714.542.2315
Hazardous Waste Disposal			714.834.6752
Parking Control (private property)			714.667.2780
Poison Center			800.876.4766
Santa Ana Police Front Desk Dispatch (report crimes)			714.245.8601 714.834.4211
Southern California Edison (emergency, i.e. power outage, lines down)			800.611.1911
Southern California Gas Company (emergency shutoff)			800.427.2200
Traffic Safety			714.245.8200

## Emergency Medical Response

(EMT Personnel Needed)

- It is essential to remain calm.
- Check the scene for safety and eliminate any unsafe conditions. If necessary, deputize another employee to assist you.
- Check the injured person and assess if emergency medical response is necessary. Use your best judgment and those staff members around you – if there's doubt, call 911.
  - Is there severe bleeding?
  - Is the person unconscious? Is there a head injury?
  - Is the person having trouble breathing?
  - Is the person turning colors?
- If the answer is yes, to any of these, call 911 immediately. A staff or faculty member, designated by the CMT, should stay with the injured person at all times. When calling 911, you will need the following information:
  - Exact location of injured person.
  - Name and age of injured person.
  - Nature of the emergency (what happened?)
  - Condition of the injured person.
  - **DO NOT HANG UP UNTIL THE 911 DISPATCHER HANGS UP.**
  - Ask the student or employee if there is a person they would like to have notified.
  - All people (including students) have the right to refuse paramedic or hospital treatment.
  - After the incident, please contact the Student Affairs Department to complete an incident report. If the injured party is an employee, also notify Human Resources.

## Basic First Aid Procedures

Key staff and faculty members are trained in first aid, as well as CPR and fire extinguisher use. Student Affairs retains a list of trained employees. The following are basic first aid procedures:

- Be calm
- Assess the injury
- If the student is able to go with you, take the student to the nearest first aid station and administer the necessary assistance. (Wear latex gloves for all first aid care.)
- If the student is unable to go with you, have another employee retrieve the first aid kit. Administer the necessary assistance. (Wear latex gloves for all first aid care)
- Someone should stay with the injured person at all times and pay attention to any changes in their condition.
- If the student needs to go to the hospital or go home, Student Affairs can assist in arranging transportation, if necessary.
- After the incident, please contact Student Affairs to complete an incident report.

### **Identified First Aid Stations**

Each of these offices has a basic first aid kit:

- Employee Lounge, 2<sup>nd</sup> Floor Building A
- Employee Lounge, 1<sup>st</sup> Floor, Building B
- Student Affairs Office, 2<sup>nd</sup> Floor, Building C
- Culinary Arts Kitchens, 2<sup>nd</sup> Floor, Building A
- Industrial Design Lab, 2<sup>nd</sup> Floor, Building C

In Building A there is a defibrillator located on the wall in the hallway adjacent to Classroom 264 on the second floor.

Note that blood spill/hazmat kits are located in the employee lounge. Kits should be utilized only by trained staff. Notify Security staff or the Dean of Student Affairs before using a kit.

### **Notifying Family Members**

A member of the CMT should be informed prior to contacting family members of a student or employee. In most cases, the student or employee can indicate who should be notified. In cases where a student cannot provide that information, the academic file in the Registrar's Office contains emergency contact information. Human Resources can provide emergency contact information for faculty and staff. Student Affairs or Human Resources will notify the necessary family members.

In the event of a serious or life threatening injury, illness, or death, the student's or employee's family should be notified immediately by the Dean of Student Affairs, Human Resources Director or another member of the Executive Committee. If time permits, Student Affairs should be contacted immediately to aid with notifying the family.

### **Emergency Evacuation**

- Stop work immediately. Grab your essential belongings/valuables (purse, wallet, keys) but do not take time to pack up work supplies or work in progress.
- Leave your area and if you are the last person in a room or office, close and lock the door behind you.
- Do not run. Walk in an orderly manner.

- Instructors are to accompany their class throughout the emergency. Instructors should advise students to secure their valuables and close and then lock the classroom door after last student has exited the classroom.
- All evacuees should use the floor exit closest to the room you are located at the time of the emergency. Fire Monitors (noted with bright green vests) will be on hand to direct. Follow directions for exiting your area. Exit building using nearest stairwell only.
- Individuals with physical challenges that inhibit them from using the stairs are to wait at the top of the stairways for authorized emergency personnel to assist them. A staff or faculty member should wait with this individual and instruct another employee to notify personnel of their whereabouts.
- After exiting, immediately head a minimum of 100 feet from the building. Our gathering location is the parking lot on the east side of building A. (Adjacent to the student lounge).
- Key staff members serve as Fire Monitors for their respective floors/areas and will conduct a thorough sweep of the building to ensure all persons have evacuated.
- Do not re-enter the building until emergency personnel provide authorization (all-clear).
- Emergency exit signs are posted. Each area of the building will have designated persons (Fire Monitors) to check that all offices, classrooms and restrooms are evacuated.
- If CMT decides to evacuate the building, first determine if it is safe to use the fire alarm. In the case of a bomb threat, the fire alarm could activate the bomb. Key personnel will go to the classrooms and offices to notify people to evacuate. Follow regular evacuation procedures.
- The President will develop a public statement, if necessary.
- An Incident Report Form will be prepared and filed by the Dean of Student Affairs.

### **Emergency Contingency Plan/Relocation Short-Term ( 0-48 hours):**

- If there are injuries, immediately have injured parties transported to local hospitals via ambulance or other emergency vehicles. Enlist the help of first-aid trained employees on-site. The Dean of Student Affairs will maintain a list of students and employees transported from the site by emergency personnel.
- Establish an Information Center on site where information can be gathered and dispersed.
- If it's determined that a temporary location/command center is necessary, the CMT will work with the property management to establish a temporary location with close proximity to the school. The Dean of Student Affairs and President maintain emergency contact information with property management.
- In the event that the school phone system is inoperable, the school fax machines are all regular, outside phone lines.
- Under the direction of the President, the information center will be staffed by department managers. If additional support is needed, employee volunteers will be used.
- Create and distribute an information sheet with instructions to students and employees regarding what they need to do in the immediate future (i.e. stay in the area until further instructions are received, check in with the information center, go home, etc.) Use bullhorns when necessary.
- Depending on the condition of the building (determined by fire or other authorities), set up a "Retrieval Unit" which would allow a controlled number of evacuees to gain entrance to the building and to be escorted to their classrooms/offices to retrieve their belongings. This unit would be staffed with The Art Institute of California - Orange County employees.
- Make phones available, if possible, to enable all evacuees to call home/family.

- The police or fire department may close down access to the building to anyone except emergency personnel. In this event, the President or Dean of Student Affairs will arrange additional security to maintain watch over the damaged building and protect any salvageable property.
- The CMT will communicate with local authorities to ensure that evacuation routes away from the school are safe and passable.

**If the emergency is such that evacuees cannot get home:**

- If the Emergency Services (fire and police) responded to the crisis, they may provide resources for emergency needs.
- Student Affairs and Human Resources will assist with finding lodging for evacuees. Review options for temporary lodging for displaced evacuees, including other academic buildings, school-sponsored housing, community spaces and local hotel and motels. Encourage those who live within walking distance to provide temporary housing for those who cannot get home immediately.
- For those evacuees who cannot get home, have them report to the Information Center. Require them to give their names, student or employee ID number, home address and phone number, mobile number, emergency contact information and record where they will be staying. This information may be used to account for the whereabouts of all evacuees.
- The Dean of Student Affairs should check for safety: gas, water, sewage leaks, downed electric lines and shorts, turn off appropriate utilities, check for building damage and potential safety problems during after shocks.
- Wear protective shoes.
- Clean up dangerous spills.
- Listen to the radio for instructions from public safety agencies.
- Don't use the telephones except for emergency use.
- The President will prepare statements to provide information to parents and families on relocation sites for students and reassure them that everything is under control.

**After the Crisis (48+ Hours)**

- Establish programs that help ease emotional distress and communicate these services through email, hotline and voicemail.
- Continue public service related programs for two weeks following the event.
- Provide counseling services for those student who may have lost a friend or a significant other and/or utilize bereavement services arranged by Student Affairs. For faculty and staff, counseling is provided by the Employee Assistance Program through Human Resources.
- The President and Dean of Student Affairs will hold a school meeting as soon as possible to share accurate information, get suggestions, reassure everyone and provide the next steps.

**School Closing**

*Scenario: Extreme environmental conditions, loss of water or electricity for an extended time, gas line break.*

- The decision to close the school is made by the President and the Dean of Student Affairs with counsel by the CMT.

- The President will prepare and issue a statement for the media, the outgoing employee and school voicemail, as well as the communication for the employee/student phone tree.
- Information will be communicated to staff and faculty via the emergency phone tree, including language to use on outgoing voicemail messages. The President will initiate the phone tree. Information will also be sent via email.
- Staff members will need to change their outgoing voicemail to communicate the school closing.
- Faculty will contact their students using their class roster.
- The President will notify local media to disseminate the information.
- The Campus Technology Manager will have the outgoing school phone message communicate the school closing.
- The Campus Technology Manager will monitor the phone voicemail and communicate any messages to the appropriate CMT member.

## **Earthquake**

- Identify if persons in your area are injured. Assess the severity of the injuries. Report or dispatch someone to report to the CMT.
- Determine if there is structural damage to the area you are located in and report to the CMT.
- Members of the CMT will assemble in the administrative suite and conduct a swift assessment of the situation—injuries and facility condition.
- Follow first-aid procedures to handle injuries.
- If damage to the facility is extensive, the CMT will order the evacuation of the facility.
- Assemble building occupants in North Parking area (outside the student lounge) or another secure location. Instruct occupants not to attempt to leave area until surrounding area damage is known.
- The CMT will contact emergency authorities and document community directives. Determine if the evacuees are able to get home – roads are passable, identify areas of damage and evacuation locations.
- The President will report facility damage and condition to building management.
- Follow relocation and evacuation procedures.

## **Fire**

- Upon discovering a fire, close the door to the room where the fire is located.
- Use your best judgment and, if the fire is small, you may wish to fight it with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting. If you are not sure, read the instructions on the extinguisher.
- Fire extinguishers are located throughout the facility (in hallways near classrooms).
- Call 911 and then campus security at 714.560.6097. Give your name, building, location, telephone number and location of the fire. Security will notify the CMT.
- The CMT will immediately sound the building fire alarm (if it's not already activated). Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate. Warn others who may enter the building after the alarm stops.
- The Fire Monitors will sweep their posts for all building occupants.
- If time permits, collect valuables and close and lock office doors before leaving. Walk, do not run, to the nearest stairway exit. Follow Emergency Evacuation Plan.

- When the fire alarm sounds, do not use elevators. An elevator may become inoperative and you may be trapped.
- Notify Fire Monitors (wearing bright green vests) or fire fighters on the scene if you suspect someone may be trapped inside the building.
- CMT ensures that aid is provided to all individuals needing assistance in descending the stairs.

## **Bomb Threat**

- Do not put the caller on hold.
- Treat all threats seriously. Follow the “Questions To Ask” form from the FBI Bomb Data Center.
- Do not delay reporting this incident directly to a CMT member. Wait for instructions from the CMT. We do not want to cause undo panic, therefore, do not discuss the incident with anyone else unless directed by the CMT.
- The CMT will call 911.
- The CMT will order the evacuation of the building, if necessary.
- Do not activate fire alarm for building evacuation as it may activate a bomb. The CMT will go to classrooms and offices and notify people to evacuate.

## **Bomb Threat Questions to Ask FBI Bomb Data Center (*Keep near phones*)**

### **Questions:**

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

### **Threat Language**

- Well spoken (educated)  
 Incoherent  
 Foul  
 Taped  
 Message read by threat maker  
 Irrational

### **Caller's Voice**

- |                                  |  |
|----------------------------------|--|
| <input type="checkbox"/> Calm    | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Nasal   | <input type="checkbox"/> Laughter        |
| <input type="checkbox"/> Angry   | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Crying          |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Lisp    | <input type="checkbox"/> Normal          |
| <input type="checkbox"/> Slow    | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Raspy   | <input type="checkbox"/> Distinct        |

\_\_\_\_\_ Rapid  
\_\_\_\_\_ Deep  
\_\_\_\_\_ Soft  
\_\_\_\_\_ Ragged  
\_\_\_\_\_ Loud

\_\_\_\_\_ Accent  
\_\_\_\_\_ Slurred  
\_\_\_\_\_ Familiar  
\_\_\_\_\_ Whispered

Who did he/she sound like? \_\_\_\_\_

### Background Sounds

\_\_\_\_\_ Street noises  
\_\_\_\_\_ Factory machinery  
\_\_\_\_\_ Dishware  
\_\_\_\_\_ Animal noises  
\_\_\_\_\_ Voices  
\_\_\_\_\_ Clear  
\_\_\_\_\_ PA System

\_\_\_\_\_ Static  
\_\_\_\_\_ Music  
\_\_\_\_\_ Local  
\_\_\_\_\_ House noises  
\_\_\_\_\_ Long distance  
\_\_\_\_\_ Motor  
\_\_\_\_\_ Office machinery

Other comments: \_\_\_\_\_

### Write the exact wording of the threat:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Based on your best guess, fill in the following information about the caller.

Gender \_\_\_\_\_  
Race/ethnicity \_\_\_\_\_  
Age: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_  
Time: \_\_\_\_\_  
Date: \_\_\_\_\_  
Caller ID number displayed: \_\_\_\_\_

### Remarks:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_  
Position: \_\_\_\_\_ Phone number: \_\_\_\_\_

**Report call immediately to a member of the CMT, who will then call 911.**

### Suspicious Package

- If you spot a suspicious object, package, etc. report it to Security Personnel or a member the CMT. Under no circumstances should you touch or move it in any way. A suspicious package may not contain a return address and may be delivered or discovered in an unconventional way.

- Evacuate area- Security Personnel will block off the immediate area around the package.
- Security Personnel will contact police/fire for assistance from bomb squad
- Wait for trained police squad to examine and dispose of suspicious package.

## **Biohazards**

*Scenario: Employee or student is exposed to blood, vomit or other potentially infectious substances.*

Universal precautions will be observed by all Art Institute employees to prevent contact with blood and other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids will be considered potentially infectious. The underlying concept of universal precaution is that all body fluids are considered to be infectious.

- Contact Security Personnel or the Dean of Student Affairs for clean-up of any blood and/or body substance spills. Spills are to be promptly cleaned by gloved personnel using a bleach solution.
- Latex glove use is required for any contact with people or contaminated articles in which direct exposure to blood or other body substances may be anticipated. Gloves must be removed immediately, or as soon as feasible, after contact and followed by a 10 second hand wash. Gloves are located in all first aid kits.
- Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately or as soon as feasible.
- The Dean of Student Affairs will arrange to dispose of the contaminated gauze, gloves and clean-up materials contained in a plastic bag and to secure/isolate the bag. The materials will be disposed directly into dumpster.
- Sharp items should be considered as potentially infected and be handled with extraordinary care to prevent accidental injuries.
- Call the Dean of Student Affairs for removal and disposal of “sharp container”. Hypodermic needles should be handled carefully using tongs and gloved hands. Maintenance staff will wrap needle(s) in a towel and place the needle in a tin can.
- An Incident Report Form should be completed with Student Affairs.

## **Fights**

- In the event that a fight occurs in the school, a staff/faculty member should try to diffuse the situation if possible. Once the situation is under control, escort the students to the Student Affairs office.
- If the fight cannot be diffused, the staff/faculty member should immediately contact Campus Security or a member of the CMT and consider calling 911.

## **Suspect or Witness Crime**

*Scenario: theft, vandalism, drug use.*

- If an employee suspects students or employees are breaking the law, the employee should contact the Dean of Student Affairs, the Dean of Academic Affairs or appropriate member of school management/administration.

- If the crime is in progress and if no foreseeable danger is apparent, try to diffuse the situation.
- If possible apprehend the perpetrator(s) and bring them to Student Affairs, Security or the Administration office.
- If the crime is a violent crime, call **911 immediately** and notify Campus Security and a member of the CMT.
- An Incident Report Form must be completed with Student Affairs.

## **Violent Crime**

*Scenario: A violent incident occurs on campus, such as gunfire, stabbing or sexual assault.*

- Do not attempt to apprehend or interfere with the assailant(s).
- Call 911 immediately and notify Campus Security and a CMT member. In the event of a reported sexual assault, the CMT will assist the victim in reporting violations at their request.
- If possible, have someone stay with the victim(s) to provide emotional comfort and to monitor their condition. Enlist Student Affairs for assistance.
- Before the police arrive, the CMT will try to immediately isolate the incident or portion of the building and potentially evacuate the rest of the school.
- The police will determine the course of action to take to ensure the safety of those in the vicinity of the incident. If evacuation is necessary, no one is permitted back into the building until the police and the CMT authorize re-entry.
- The President will serve as lead contact for the authorities.
- The President or Dean of Student Affairs will act as a liaison with the authorities and will wait by the building entrance to meet and guide the emergency personnel.
- The liaison will identify key personnel to assist with authorities' directives. This may include Security, CMT, Academic and Department Managers.
- The President will provide a current copy of the floor plan of the building to the police, upon request.
- The CMT will assist the authorities in collecting all evidence and obtaining witness statements.
- The President will instruct the front desk receptionist on how to respond to phone calls regarding the situation.
- Student Affairs will be available to assist and provide counseling, emotional support and referral to local hospitals, crisis programs and sexual assault programs.
- The President will prepare statements and plan for disseminating information to all audiences—students, parents/families, staff/faculty, media and the public.
- An Incident Report Form must be completed with Student Affairs.

### **Once the immediate crisis is contained:**

- Student Affairs should be notified if the alleged perpetrator is a student and Human Resources should be notified if it's an employee for further investigation and disciplinary action.
- For those indirectly affected by the incident, dismissal may be appropriate and should occur after an official announcement is made regarding what happened.

- For those directly affected by the incident: groups consisting of no more than 20 people will be de-escalated by the CMT and given time to talk and express concerns or issues prior to dismissal. Student Affairs should be involved.
- Review security measures and make any necessary adjustments.
- The President will notify CS Legal Counsel of the situation for further guidance.

**If injuries and/or death are involved:**

- Family members of all casualty victims are notified as soon as possible. The CMT will determine and coordinate this communication. Follow procedures under “Medical Emergency” and or “Death of a Student/Employee”.
- Faculty and staff are advised to identify and refer those students or employees at high risk for emotional disturbances to Student Affairs. These may include relatives and close friends of the deceased and classmates who may have witnessed or come upon the death scene.

**Long-term:**

- Periodic mandatory debriefing meetings with those directly affected by the incident by Student Affairs or an outside referral
- Continued identification of high-risk students and referrals to Student Affairs.
- Provide ongoing support for students and employees who will be giving testimony or depositions.
- Ongoing training on sexual assault awareness, prevention and procedures for staff, faculty, residence staff and students.
- Awareness/educational programs to promote awareness and prevention of rape and other sexual offenses.

**Weapons**

*Scenario: Student, employee or visitor has a weapon, such as a gun or knife, on campus.*

Any situation involving a weapon is potentially dangerous. It is important to assess the individual’s mental status before and during a confrontation and proceed only with caution. Consider the safety of yourself and those in the area.

**Non-threatening situation: Possession of weapon is noted.**

- An individual aware of a weapon possession on campus should report the situation to Campus Security, Student Affairs or another CMT member.
- Student Affairs and the CMT will make a determination regarding who, in addition to Security, should confront the individual with the weapon. The police may be contacted, if appropriate to the situation.
- If the individual is a student or employee, he/she will be asked to remove the weapon from the premises. If the person is a visitor, he/she will be escorted out of the building by Campus Security.
- If the individual declines to remove the weapon from the premises, Campus Security or the police will escort him/her from the premises.
- Follow-up disciplinary action will be taken by the Dean of Student Affairs, if a student, or by appropriate Human Resources, if an employee. If the visitor was visiting students or employees, their host will be subject to disciplinary review by Student Affairs or Human Resources.

### **Threatening situations: A weapon is shown in a menacing manner on campus.**

- Do not attempt to apprehend or confront the person with the weapon.
- Attempt to retreat discreetly and assist or facilitate others to do likewise.
- As soon as safely possible, call 911, contact Campus Security and the CMT. Provide them with your name, building address, location and information about the situation including type of weapon, physical description and mental state of person with weapon.

### **Death**

#### **Employee**

- Person aware of employee's death immediately notifies the appropriate CMT member, who will inform Human Resources, the President and Dean of Student Affairs.
- The Director of Human Resources, with support from the Dean of Student Affairs, will immediately prepare a communication to faculty, staff and possibly students regarding the employee's death. The phone tree may be enacted or an impromptu staff meeting may be appropriate. Communications may also be distributed to the other Art Institutes and EDMC. Depending upon the circumstances, a public statement may also be prepared.
- If the deceased was a faculty member, the Academic Department Director attends each of their classes, to notify students of the instructor's death. Student Affairs should accompany the Academic Director on the classroom visits.
- Human Resources will collect the employee's personal belongings and make arrangements to return them to the family. Human Resources will also make arrangements to collect any school documents or property from the deceased employee's home.
- Human Resources notifies insurance plans and gathers information for the family on benefits, including life insurance, retirement plan beneficiary, and distribution process.
- The President, Human Resources Director and Dean of Student Affairs determine the appropriateness of a campus memorial service.
- Student Affairs is available for counseling staff and students.
- If the death is sudden, or the result of violence or suicide, group debriefings may be appropriate.

#### **Student's Family Member**

- If a phone call with information about a student's family member's death, or impending death, is made to the school forward the call immediately to the Dean of Student Affairs. Do not forward the call to voicemail. Make sure that someone can take the call.
- Dean of Student Affairs will take information about the family member from the caller.
- Dean of Student Affairs will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- Dean of Student Affairs will provide emotional assistance to the student as needed and may also assist the student with arrangements for getting them home etc.
- Student Affairs will notify the student's Academic Department Director who will notify the student's instructors.

**If a family member comes to the school to notify a student of the death of a family member.**

- Contact the Dean of Student Affairs to meet with the family member.
- Student Affairs will arrange for the notification to occur in a private office. Ask the family member if having Student Affairs present is desired. If so, Student Affairs should remain.
- Student Affairs will notify the appropriate Academic Department Director who will notify the student's instructors.

### **Death of a Student (On/Off Campus)**

- The Dean of Student Affairs will verify that the deceased student has been properly identified.
- Verify notification of family. Initial notification should impart only the essential information identifying the administrator by name and title and telephone number for further contact, the cause of death and the locality of the deceased student. The family should be asked to begin making arrangements for someone to come to the campus. The administrator should make a second contact with the family, shortly thereafter, to answer questions and learn of travel and other arrangements made by the family.
- The Dean of Student Affairs will notify the Dean and the President, who will determine if a public statement is necessary. If there is a student with an identical name, The Art Institute should notify the student and ask him/her to call his/her family so they will not be alarmed.
- Student Affairs will notify the student's Academic Director, Registrar, Student Financial Planning, Student Loan Advising, Accounting and Student Affairs.
- Academic Director will notify the student's instructors.
- Student Affairs will handle the collection and packing of all personal belongings including school projects. If necessary, The Art Institute of California - Orange County should cover the cost of shipment of the personal belongings, if taken from The Art Institute of California - Orange County or school-sponsored housing.
- Student Affairs will handle the paperwork and paper flow involved in notifying all campus officials to terminate mailings to the student's home address, officially withdrawing the deceased student from the institution, notifying the student's instructors arranging for appropriate refund of tuition and fees, etc.
- Student Affairs will serve as host to the family while on campus.
- The President and Dean of Student Affairs will consider the appropriateness of a campus-wide communication and memorial service.
- Student Affairs will explain (a) any local or state ordinances involving autopsies, death certificates, bank accounts or moving of the deceased, (b) institutional policies on tuition refunds (c) how memorial scholarships are established (d) what costs The Art Institute of California - Orange County will cover (e) institutional policy concerning posthumous degrees.
- For the off-campus resident, notification is generally handled by the family or friends. It would remain the responsibility of the Dean of Student Affairs to ascertain that such notification has taken place. If it has not, and an inquiry of emergency services personnel suggests it would be appropriate, the Dean of Student Affairs should notify the next of kin. The notification of on-campus offices for administrative purposes still rests with the Dean of Student Affairs. Depending on the proximity of the next of kin, it may be necessary to work through city police to contact the nearest police agency to the next of kin. Local police services can access the appropriate counseling services or clergy to support the next of kin.

### **Collection of Personal Property/Living Quarters:**

- When a person dies, survivors are not likely to be immediately concerned about the personal belongings and the living quarters of the deceased, but they should be given attention. The Art Institute should cooperate fully with the family, in an efficient and timely manner to handle the personal property of the student.
- If the student was a resident of school-sponsored housing, the Dean of Student Affairs and the Director of Residential Life & Housing will collect, store and safeguard personal belongings until such a time when the family can claim it. For example, if the family is unable to come to the campus to claim the property or if the property must be held by The Art Institute of California - Orange County pending investigation of unusual circumstances, The Art Institute may pay the shipping costs for the property. Student Affairs should establish whatever claims The Art Institute may have on the property in the living quarters or determine whatever housing obligations the student might have to The Art Institute.

#### **Follow-up:**

- For a reasonable period of time after the student's death, the Dean of Student Affairs should follow-up with the various school departments originally notified. The purpose of the follow-up is to ascertain that the student's permanent file contains notation of the student's death and that the student will not receive mail, notifications, and billings that are no longer appropriate until the matter is sufficiently resolved.

#### **Substance Abuse**

*Scenario: A student or another person is acting drunk, high or impaired while on school property, in housing or at a school-sponsored event.*

- In all cases, an assumption should not be made about the reason for the condition. The person in authority observing the situation needs to gather as much information as possible and should address any concern about observable behavior. The person could be a diabetic or have another medical condition.
- If the nature of the impairment is unknown, the relevant CMT member should be contacted to determine the problem and to ensure the individual's well being.
- An employee or student who is impaired or appears under the influence of substances will not be permitted to stay in the building. They should be asked to leave by the department manager, Director of Human Resources or other member of the CMT.
- If the individual is cooperative but appears potentially dangerous to him/herself or others due to the impairment, contact a member of the CMT who will call someone (family, roommate, friend, etc.) to escort them home or call a taxi, if no one is available. If the individual is uncooperative, the CMT may contact the police.
- The Dean of Student Affairs will investigate and take disciplinary action if the incident involved a student. If an employee, Human Resources will take action.

#### **Long Term/Preventative:**

- Ongoing training for staff and faculty on and how to handle situations, consequences or infractions and The Art Institute's Drug-Free environment policy is available through Human Resources.
- Ongoing awareness programs about substance abuse issues are available through Student Affairs.

## **Elevator Breakdown**

*Scenario: The elevator has stopped operating and people are inside.*

- Individuals trapped inside the elevator should push the call button inside the elevator which immediately alerts Otis Elevator that there is a problem.
- Individuals who believe the elevator to be inoperable should immediately inform Security Personnel, a Facilities Key Operator or another CMT member.
- The Facilities Manager will contact service to manage repair of the elevator and will communicate with those inside the elevator on status and timing.
- Instruct those inside the elevator not to pry the doors open or otherwise attempt to crawl out of the elevator.

## **Test of Emergency Notification System and Evacuation Procedures**

The Art Institute of California – Orange County will conduct an annual test of the Ai Emergency Alert notification system. The Art Institute of California – Orange County will also conduct periodic drills to test the school's emergency evacuation procedure. Each test of the emergency notification system and emergency evacuation procedure will be documented with a description of the exercise, the date, time, and whether the test was announced or unannounced.

## **Questions Regarding the Emergency Notification and Evacuation Policy**

Questions regarding the Emergency Notification and Evacuation Policy can be directed to Steve Rickard, Dean of Student Affairs.