

The New England Institute of Art
The Jeanne Clery Disclosure of Campus Security Policy and
Campus Crime Statistics Act Report
October 1, 2011

INTRODUCTION

The New England Institute of Art (NEiA) is providing the following information to all of its employees and students as part of NEiA's commitment to safety and security and pursuant to the requirements of Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. All reports filed by victims/witnesses to school personnel and reports gathered from the local and state police are compiled annually for inclusion in the crime report by the Office of Student Services. Once the annual report is completed it is distributed to the NEiA community. A copy of this report will be made available to all Faculty, Staff, and Students. If you have questions about any of the information provided in this report, please contact Mr. Richard Hadley, Director of Facilities and Security at (800) 903-4425, Mr. Ross Soraci, Director of Administrative and Financial Services (800) 903-4425 or Ms. Michele Tracia, Dean of Student Affairs at (800) 903-4425.

CAMPUS SECURITY AND CRIME PREVENTION POLICY

The New England Institute of Art's Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report is distributed to every student and employee on an annual basis and is available to prospective employees and students at their request. The report is distributed to all new students through the Student Handbook and the report is available on the internet. All continuing students and employees receive an email message with the exact web address for the report and in the email message they receive an document attachment containing the report.

REPORTING CRIMINAL ACTIONS OR OTHER EMERGENCIES

A. PROCEDURES TO REPORT CRIMES

All crimes, threats of crime, or emergency situations should be reported immediately to a college official. For the purposes of timely, accurate reporting, and to insure appropriate notification of continuing threat of crimes, students and staff are required in all cases where a crime has been committed on or near the college to file a report within 24 hours with the Campus Security.

The school has no formal policy in place that allows victims or witnesses to report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics. However, names of victims or witnesses that provide information on criminal offenses are not disclosed in the annual disclosure of crime statistics and are maintained by Campus Security in a secure location.

Campus staff with security responsibilities includes the Campus Security staff, Coordinator of Technology, Assistant Dean of Student Affairs as well as the Executive Committee, which consists of the President, Dean of Student Affairs, Director of Administrative and Financial Services, Director of Career Services, Director of Admissions, Dean of Academic Affairs, and Director of Human Resources.

The College's fire alarm will sound in the event there is a fire in the facility. Students should become familiar with the building exit points. Emergency preparedness includes knowledge of these items:

1. Participate in regularly scheduled fire drills.
2. Know two ways out.
3. Know how many doorways to the stairwell.

4. Stay low in smoky conditions.
5. Never use elevators during a fire
6. Disabled individuals move to a stairwell for evacuation by fire department staff, as stairwells are safer environments.
7. Once outside, stay as far away from the building as possible.
8. Keep all driveways clear.
9. Remain quiet and calm.
10. Follow fire drill procedure and evacuation plan as posted throughout the building.

B. POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS

All incidents are reported and documented on the Incident Report, which is coordinated by Mr. Richard Hadley, Director of Facilities and Security at (800) 903-4425, ext. 4419. Reports are kept in a secure location in the administrative offices of the college. The annual crime report is prepared by gathering campus crime statistics and data from local police and sheriff departments and other relevant information by the Director of Facilities and Security.

C. SECURITY AND ACCESS TO CAMPUS FACILITIES

It is the policy of NEiA that access to all campus facilities and college-sponsored housing is limited to authorized personnel, students and invited visitors. Visitors are at all times subject to school policies and conduct codes. Responsibility for the lawful and appropriate behavior of visitors must be shared by their student or employee host. Students and Employees are issued an official NEiA identification card. This card should be worn on the person, at all times while on the College campus.

D. CAMPUS LAW ENFORCEMENT

Staff with security responsibilities (see II. NEiA Safety and Security Policies) have the authority to evict unauthorized persons from the campus premises and will notify local authorities of all actual or suspected criminal activities, including trespassing. Security personnel do not have the authority to arrest individuals. Campus Security and Studio Operations staff members are on duty during open hours of the college. Campus Security reports to the Director of Administrative and Financial Services and the Studio Operations staff report to the Studio Operations Manager. Campus Security Guards are posted at the college student entrance, which is the main and only entrance to the College during non-business hours. Campus Security Guards regularly perform rounds of the college facilities. The Housing Staff perform evening rounds of the college sponsored housing facilities and have the authority to evict unauthorized persons from the housing or notify local authorities of actual or suspected criminal activities, including trespassers. There is a security presence at each of the college sponsored housing locations.

State Police are not directly involved in the patrolling of the City of Boston and Brookline, and therefore do not have incidents reported directly to them. All reports of criminal activity in the City of Boston and Brookline are filed with the local police. Local Police Officials also work closely with NEiA to provide a safe environment for our community. Police Officials provide NEiA with crime statistics for areas surrounding the campus premises; participate in housing training and in wellness workshops involving Rape and City Safety Issues.

E. PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT CAMPUS SECURITY AND THE PREVENTION OF CRIMES.

All new NEiA employees and students are instructed on crime awareness and prevention during orientations. Employees are informed about campus security and the prevention of crimes at employee meetings held at least once per year. The employee orientation includes a description of campus security policies and procedures for reporting any criminal activity or emergency. Students are instructed on crime awareness and prevention during orientation at the beginning of each academic semester. In addition, all students are given and should carefully review a copy of the *Student Handbook*, which contains information on drug free campus, campus security, and the NEiA Student Code of Conduct. Students, staff and faculty are also informed of issues of importance to personal safety and crime prevention through wellness programs conducted by Human Resources Office as well as the Department of Student Affairs. For example, local law enforcement officials present a program on crime prevention and self-defense. Other wellness topics include sexual assault and substance abuse. Administrative staff is informed of campus security procedures and prevention by their supervisors upon hire.

As the school is in an urban area, employees and students are encouraged to be responsible for their own safety, the safety of others in the NEiA community, and to follow a common sense approach to personal safety. Information about sexual assault prevention and safety are available in Student Affairs. NEiA's Counselor is also available to offer support and referral to other counseling services, as well as to provide support and information to the victim of a crime.

The College maintains a good relationship with the Brookline and Boston Police and cooperates fully in the event of any incidents. Police are notified immediately in the event of a crime. The local Brookline police precinct is a few blocks from the college building. Those staff members with responsibility for campus security provide the local authorities with information on a timely basis of criminal occurrences that take place on the college property and the surrounding public areas. When there are crimes that constitute a continuing threat to the NEiA population, NEiA is committed to informing students and staff of the nature of the crime(s), and necessary protective steps that they might take.

In the event NEiA, working with local law enforcement agencies determine that a particular criminal offense continues to be a threat to the campus community, NEiA will notify students and staff through classroom announcements and a memo, which would be distributed to staff's and students' mailboxes or email accounts.

F. DRUG AND ALCOHOL POLICIES

In keeping with Section 120 (a) through (d) of The Higher Education Act of 1965, as amended, which contains the Drug-Free Schools and Communities Amendments of 1989 (Public Law 101-226), all students are provided a NEiA Student Handbook. The Handbook includes the College's policy regarding the use, possession, or sale of illegal substances and alcohol, and disciplinary actions.

NEiA is a drug free campus and complies with Massachusetts underage drinking and all Federal and state drug laws. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited on the college property. In addition to prosecution by appropriate civil authorities, students found in violation will be treated as having violated NEiA's Student Code of Conduct, and will be subject to disciplinary action up to and including termination.

NEiA's Student Assistance Coordinator provides counseling and periodic awareness programs on substance abuse for all students and referrals to students in need of more services. Additionally, students, faculty and staff are required to observe the local, state and federal regulations regarding the possession, use and sale of alcohol. Failure to abide by these regulations, in accordance with the NEiA Student Code of Conduct and Employee Handbook, may result in disciplinary action up to and including termination.

G. OFF-CAMPUS STUDENT ORGANIZATIONS

At the present time, the College does not have any off-campus organizations.

H. SEXUAL ASSAULT POLICIES AND THE RIGHTS OF VICTIMS

As part of the College's Wellness Program, the Student Affairs Department provides programs and information on preventing the occurrence of sexual assault, rape, acquaintance rape and other forcible and nonforcible sex offenses.

Victims of sexual assault or rape should follow these recommended steps:

- Go to a safe place following the attack.
- Do not shower, bathe or destroy any of the clothing you were wearing at the time of the attack. Go to a hospital emergency room for medical care.
- Make sure you are evaluated for the risks of pregnancy and venereal disease.
- A medical examination is the only way to ensure you are not injured and could provide valuable evidence should you decide to prosecute.
- Call someone to be with you as you should not be alone.
- Reporting the rape to the police is up to you, but remember that reporting a rape is not the same thing as prosecuting a rape.
- Please call the police and report the rape.

If the victim requests, NEiA personnel will assist in notifying the proper authorities. NEiA's Student Assistance Coordinator is available to assist students with working through the attack and in assisting in identifying off-campus counseling or additional mental health services.

After any campus sexual assaults are reported, the victim of such crimes have the right to request that NEiA personnel take steps or actions reasonably feasible to prevent any unnecessary or unwanted contact or proximity with alleged assailants, including the transfer of classes. On-campus disciplinary procedures against students will be in accordance with NEiA's Student Code of Conduct Policy and the Appeals Policies and Procedures that appear in the *Student Handbook*. The accuser and the accused are entitled to the same opportunities to have others present during the disciplinary proceeding. The accused shall be informed of the outcome of any institutional disciplinary proceeding brought alleging a sex offense, and the sanctions that the institution may impose. The sanctions can include expulsion, suspension, and/or mandatory counseling.

Victim Notification: The institution will, upon written request, disclose to the alleged victim of any crime of violence, or a nonforcible sex offense, the report on the results of any disciplinary proceeding conducted by such institution against a student who is the alleged perpetrator of such crime or offense with respect to such crime or offense. If the alleged victim of such crime or offense is deceased as a result of such crime or offense, the next of kin of such victim shall be treated as the alleged victim.

I. INFORMATION REGARDING REGISTERED SEX OFFENDERS

Any member of the public who is at least 18 years of age or older may request sex offender information. The information will be provided to any person who is seeking the information for his/her own protection or for the protection of a child under the age of 18 or for the protection of another person whom the requesting person has responsibility, care, or custody. Information regarding registered sex offenders under section 170101(j) of the Violent Crime Control and Law Enforcement Act of 1994 may be found at the Brookline Police Department located at 350 Washington Street, Brookline.

The following is the link to the Massachusetts Sex Offender Registry Board: <http://sorb.chs.state.ma.us/>

J. ANNUAL CRIME STATISTICS

The New England Institute of Art

The following statistics show the **total** criminal offenses, hate crimes and arrests/referrals for campus disciplinary action that occurred on the Institute's campus, non-campus buildings & property and public property.

CRIME STATISTICS The following statistics are provided for your information in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. Set forth below are statistics available to the Institute concerning the occurrence of criminal offenses in the listed categories which were reported to campus security officials or local police agencies.

<i>Criminal Offenses</i>	Calendar Year								
	2008			2009			2010		
	On Campu s	Non- campus buildings and property*	Public Property* *	On Campu s	Non- campus buildings and property*	Public Property* *	On Campu s	Non- campus buildings and property*	Public Property* *
Murder & Non-negligent Manslaughter	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0
Forcible Sex Offense	0	0	0	0	0	0	0	0	0
Non-Forcible Sex Offense	0	0	0	0	0	0	0	0	0
<i>Incest</i>	0	0	0	0	0	0	0	0	0
<i>Statutory Rape</i>	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	2	0	0	0	0	0	0	0
Burglary	4	7	0	0	0	0	0	5	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Totals	4	9	0	0	0	0	0	5	0

The crimes listed above plus any other crimes involving bodily injury reported to local police agencies or to a campus security authority, that manifest evidence that the victim was intentionally selected because of the victim's actual or perceived race, gender, religion, sexual orientation, ethnicity, or disability are listed below, according to type of criminal offense and category of prejudice.

Should a hate crime be reported, it will be identified by hate crime category (race, gender, religion, etc.).

Liquor law violations	0	0	0	0	0	0	0	0	0
Disciplinary Actions									
Weapons: carrying, possessing, etc	0	2	0	0	0	0	0	0	0
Drug Abuse Violations:	0	13	0	2	9	0	0	5	0
Liquor law violations	0	39	0	0	19	0	0	32	0
Totals	0	54	0	2	28	0	0	37	0

* Includes school-sponsored housing

Public property includes the sidewalks immediately adjacent to the campus academic buildings and the sidewalks immediately adjacent to College sponsored housing facilities.

K. CAMPUS SAFETY AND EMERGENCY RESPONSE - ALERTFIND

In the case of emergency or some other urgent situation that requires rapid wide-scale notification of The Art Institute community, The New England Institute of Art will participate in an emergency notification alert program known as AlertFind. Students, faculty, and staff will be strongly encouraged to sign up for the complementary service which will notify students of an urgent message by electronic and cellular communication in whichever manner the recipient chooses. In the event of a non-weather related closing (with the exception of severe and immediate life threatening weather conditions such as an earthquake or fire), an alert can be sent via voice message to home, cell, or other PDA device, personal and school email accounts, and text messages to PDA devices. Sign-up will be done through www.dalaf.messageone.com or login instructions will be obtained through the Student Affairs Department or by logging on to the college's homepage.

Campus emergency response and evacuation procedures are publicized on an annual basis in the Student Handbook which is distributed on an annual basis to all faculty, students, and staff. The AlertFind emergency notification system will be tested on an annual basis and emergency evacuation drills are held periodically throughout the year.

L. MISSING PERSON AND NOTIFICATION PROCEDURES

Any student believed to be missing from the campus unexpectedly for 24 hours shall be immediately reported to the Director of Facilities and Campus Security.

The following administrators may also be contacted:

- President
- Director of Administrative and Financial Services
- Dean of Student Affairs
- Dean of Academic Affairs
- Associate Dean of Academic Affairs
- Assistant Dean of Student Affairs
- Registrar

It is the policy of The New England Institute of Art that the Security office and/or the Student Affairs department will investigate any report of a missing person filed with the office that is filed by someone with knowledge of that student being missing or otherwise not where s/he is expected to be. This report may be filed by a parent/guardian or other family member of the person, by a roommate, a staff member (including student staff), faculty, employment supervisor, or anyone else with information that indicates the person is missing. The Facilities and Security department and/or Student Affairs will conduct an initial investigation to determine if the person appears to be missing, or has simply changed her or his routine unexpectedly, and whether or not there is reason to believe the person is endangered.

The Facilities and Security department and/or Student Affairs will check student's class schedules, interview fellow students and faculty, and use other methods to determine the status of a missing person. From this initial investigation, the scope will continue to expand to make attempts to determine the location of the person reported missing to assure she/he is safe.

Each student at The New England Institute of Art can identify, through the Enrollment or Registration process to designate a person or persons that the College can contact in the event that the student is reported missing. This person would be contacted within 24 hours of a missing person report being filed with the Facilities and Security Department and/or Student Affairs. Note that this contact information is confidential and is shared only with College administrators who would have responsibility for making

connections with emergency contacts in the event of a determined emergency. The contact information will also be disclosed to the local law enforcement agencies in furtherance of a missing person investigation.

Should Security/Student Affairs not be able to locate a person reported missing within twenty-four (24) hours of the report, Security/Student Affairs would then notify your designated 'missing person' emergency contact.

- In the event that no separate emergency contact is identified, a parent or guardian as listed in college records will be contacted.
- Students should be sure that this contact knows how to reach the student in the case of an emergency, and have a general idea of the student's general daily routine and any travel plans.
- This person should be someone you trust to aid officers in determining your whereabouts, or verifying that further investigation and/or entry into national missing person databases is warranted.

Regardless of whether the student has identified a contact person, is above the age of 18, or is an emancipated minor, Security/Student Affairs will immediately notify local law enforcement agencies within this 24 hour window, as well as any other agencies where the missing student may be.

NOTE FOR STUDENTS UNDER AGE OF 18 AND NOT EMANCIPATED: For any student under the age of 18 and who is not emancipated, the College must notify a custodial parent or guardian no later than 24 hours after the time the student is determined to be missing.

For any situation in which a missing person is believed to be endangered, this notification will be made as early as possible while officers are continuing to investigate.

M. FIRE EVACUATION POLICY

College Policy on Reporting of Fires: Any member of the community who becomes aware of any active or past fire must notify the Director of Facilities and Security immediately.

Every person in the building, including staff, faculty, students, visitors, and contractors where the fire alarm is sounding, regardless of known or suspected cause, is required to evacuate immediately. Persons evacuating must leave via the closest exit. Any equipment that could cause a fire should be turned off before exiting if it can be done quickly and safely. All occupants will assemble at a safe distance from the building and await further instructions from fire and/or Security Staff. No occupant will re-enter a building until clearance is given by fire and/or the Director of Facilities and Security.

Prohibited Items in School Sponsored Housing:

Items prohibited in the campus houses include, but are not limited to:

- Candles, incense, open flames
- open heating coils
- hookahs
- grills
- Smoking is prohibited in all school sponsored housing and all academic and administrative buildings.

Community Responsibilities

Additionally, all members of the school sponsored housing community are required to:

- Participate in all fire drills and promptly leave a building when the fire alarm sounds. Follow any instructions of the Residence Life Department or fire officials during a drill or an actual alarm. In 2009, there were (2) fire drills performed
- Report any condition that creates a fire hazard (trash in the corridors or stairwells, missing fire extinguishers, blocked floor exits or stairwells, etc.) to the Residence Life Department.
- Know where the fire extinguishers are located. Learn how to operate them. If you need training, contact

the Facilities Management Department.

- Know the location of the fire alarms and how to activate them.
- Know where the nearest exits are and be prepared to use an alternative exit, if necessary. Plan how you would escape through each of these exits in case of a fire.
- Know the location of the fire stairwells.
- Never use an elevator to evacuate a building.
- If you become trapped, dial 911 from a cell phone and alert the dispatcher to your location.

What should I do if I discover a fire?

Any person who discovers a fire, smoke, or an unusual amount of heat should do the following:

1. Pull the nearest fire alarm. If there is no nearby fire pull station, call 911. Exit the building immediately; notify those in the immediate area of the danger.
3. Never use the elevator; use the stairways.
4. Assist in removing any person needing assistance from the immediate area to the stairwells to wait for fire department personnel (or to the outside if that can be done safely). However, never place yourself in danger.
5. Assemble outside your building at the predetermined location.
6. Follow the instructions given by the Residence Life Officials and the City of Boston or Town of Brookline officials.

N. SCHOOL SPONSORED HOUSING FIRE AND SPRINKLER SYSTEMS

Below is a listing of housing fire safety systems

The New England Institute of Art

Building	Smoke Detectors	Heat Detectors	Carbon Monoxide Detectors	Sprinkler System
Artists Village Building 1	YES			
Artists Village Building 2	YES			
Artists Village Building 3	YES			
Artists Village Building 4	YES			
Artists Village Building 5	YES			
Artists Village Commons Building	YES			
Nora's House Apartments	YES			YES

O. EMERGENCY EVACUATION PLAN

CRISIS: A fire, bomb threat, hazardous materials leak, earthquake, or other emergency requires evacuation of the campus buildings.

Stay calm. Stop work immediately. Dress appropriately for a possible extended period of time outdoors. Follow directions from nearest faculty or staff member for exiting your area Exit building using the posted evacuation routes or nearest stairwells only. Physically challenged individuals are to wait at the top of the stairwell for authorized emergency personnel (such as a Fireman or Police officer) to assist them. A near-by staff or faculty member should wait with this individual and instruct another employee to notify emergency personnel of their whereabouts. (See "Evacuation of Disabled").

After exiting, immediately head away from the buildings and/or garages. Everyone will meet in their designated locations and will congregate with other members of their department to assure all have left safely. Faculties are to stay with their students.

- 10 BPW/34 Station Street-Meet on Station Street across the Brookline village train stop
- 303 Boylston -Meet at Dunkin Donuts Lot

Clear the front entrance to the building by moving away at least 500 feet.

Do not reenter the building or garage until emergency personnel give the "All Clear."

Emergency evacuation routes are posted at all locations on each floor, color-coded by evacuation route and exit. (See attachments). Each area of each building will have a designated person to check that all offices, classrooms, and restrooms are evacuated. They are as follows:

During Regular Business Hours (8am – 5:30 pm):

2nd floor (Administration Area):	Director of HR, Lauren Rowe or Senior Manager
2nd floor (Classrooms):	Registrar, Dawn Norris or Senior Manager
Student Center (Student Affairs):	Dean of Student Affairs, Michele Tracia or Senior Manager
Student Center (2 nd Floor)	Library Director, Mary Ann Tricarico
UG Level	Bookstore Manager, Stephanie Vincent or Senior Manager
1st floor (Main Building)	Studio. Ops Supervisor, Matt Chan, Richard Hadley or Senior Manager
Plaza area	Director of Career Services, John Lay
303 Boylston Street	Dean of Academic Affairs or designated Senior Manager

P. EMERGENCY EVACUATION OF DISABLED

All disabled faculty, staff and students are encouraged to file an emergency status card with the Facilities Manager, Human Resources and/or Student Affairs.

In the event of an emergency, occupants of wheelchairs and other persons whose mobility is impaired should observe the following Emergency Evacuation Plan;

If you move to the exit and have persons to assist you:

Move to the exit stairwell Wait until all persons on the floor have evacuated and traffic in the stairwell has cleared.

Wait with your assistants for further instructions. The Fire Department will send fire fighters to assist you if evacuation is necessary.

If you are waiting in the exit stairwell and traffic builds from the evacuation of upper floors, re-enter your floor to allow others to pass and the stairwell to clear.

If there are too many individuals to wait on the landing, an area of refuge should be sought on the floor, such as a classroom or an office with a door, window and telephone. Use the fire survival skills described below.

Assistants should **not** attempt to carry you down the stairs unless conditions in the stairwell become threatening. If conditions deteriorate, the assistants can then perform a carry down the stairs to safer areas.

If you do not have persons to wait with you, or are unable to leave your area, refuge should be sought on the floor. Most appropriate would be a totally enclosed room with a telephone and window. This may be a classroom or an office.

Q. EMERGENCY NOTIFICATION

Emergency notification and campus communication for New England Institute of Art is by multiple means for assuring that information in an emergency can be relayed to the school community. The Emergency Notification System (ENS) and AlertFind will communicate important information via web site, email, automated telephone voice mail and text messaging.

Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President will declare a state of emergency and upon confirmation, notification to the college community shall begin. Verification shall come Campus Safety or and member of the Executive Committee or Crisis Management Team.

The President or his designate shall determine the content of the notification, that is the nature of the emergency as outlined in the " CRISIS MANAGEMENT PLAN" and what part if not all of the college community should receive the notification.

As a general rule there are two types of Emergencies that may result in emergency notification activation:

- 1. MAJOR EMERGENCY:** Any incident which affects the overall operations of the college. Outside Emergency Services will probably be required.
- 2. DISASTER:** Any Incident that has occurred and has seriously impaired or halted the operations of the college. Outside Emergency Services will be essential.

3. CRISIS MANAGEMENT TEAM: (CMT)

President: Dr. David Warren

Senior Director of Admissions: (vacant)

Director of Career Services: John Lay

Director of Administration & Finance: Ross Soraci

Dean of Academic Affairs: Lori White, Interim Dean of Academic Affairs

Dean of Students: Michele Tracia

Director of Human Resources: Lauren Rowe

The Response Procedures for Emergencies are listed in the Schools "CRISIS MANAGEMNT PLAN" for specific types of emergencies. This plan shall be disseminated to the college community via the campus email system on or about the second week of September and also be available in hard copies at Student Services and Campus Safety.

4. TESTING OF SYSTEM:

Every October NEiA will test the automated ENS and ALERTFIND System to cell phones of students and employees and the home phones of employees only who have registered the information at <https://dalaf.messageone.com>.

These tests will always be announced in advance to the college community and Campus Safety shall document the date and time of the test for school records.

The college will also conduct at least one unannounced building evacuation drill each year. These drills are conducted so as to familiarize students, faculty, staff and visitors with the evacuation procedures, locations of exits and meeting locations as outlined in the " CRISIS MANAGEMNT PLAN".

R. MISSING PERSON NOTIFICATION POLICIES AND PROCEDURES

Any student believed to be missing from the campus unexpectedly for 24 hours shall be immediately reported to the Dean of Student Affairs. The direct contact number is: 617-582-4498

The following administrators may also be contacted:

- Director of Administrative and Financial Services
- College President
- Dean of Academic Affairs
- Associate Dean of Academic Affairs
- Assistant Dean of Student Affairs
- Registrar

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- This person should be someone you trust to aid officers in determining your whereabouts, or verifying that further investigation and/or entry into national missing person databases is warranted.

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Prohibited Items in School Sponsored Housing:

Items prohibited in the campus houses include, but are not limited to:

- Candles, incense, open flames
- open heating coils
- hookahs
- grills
- Smoking is prohibited in all school sponsored housing and all academic and administrative buildings.

Community Responsibilities

Additionally, all members of the school sponsored housing community are required to:

- Participate in all fire drills and promptly leave a building when the fire alarm sounds. Follow any instructions of the Residence Life Department or fire officials during a drill or an actual alarm. In 2010, there were 3 fire drills performed
- Report any condition that creates a fire hazard (trash in the corridors or stairwells, missing fire extinguishers, blocked floor exits or stairwells, etc.) to the Residence Life Department.
- Know where the fire extinguishers are located. Learn how to operate them. If you need training, contact the Facilities Management Department.
- Know the location of the fire alarms and how to activate them.
- Know where the nearest exits are and be prepared to use an alternative exit, if necessary. Plan how you would escape through each of these exits in case of a fire.
- Know the location of the fire stairwells.
- Never use an elevator to evacuate a building.
- If you become trapped, dial 911 from a cell phone and alert the dispatcher to your location.

What should I do if I discover a fire?

Any person who discovers a fire, smoke, or an unusual amount of heat should do the following:

1. Pull the nearest fire alarm. If there is no nearby fire pull station, call 911. Exit the building immediately; notify those in the immediate area of the danger.
3. Never use the elevator; use the stairways.
4. Assist in removing any person needing assistance from the immediate area to the stairwells to wait for fire department personnel (or to the outside if that can be done safely). However, never place yourself in danger.
5. Assemble outside your building at the predetermined location.
6. Follow the instructions given by the Residence Life Officials and the City of Boston or Town of Brookline officials.

T. School Sponsored Housing Fire Safety and Sprinkler Systems 2010-2011

The New England Institute of Art

Building	Smoke Detectors	Heat Detectors	Carbon Monoxide Detectors	Sprinkler System
Artists Village Building 1	Battery operated in Rooms. Hardwired outside of rooms.	Heat Sensors in the bathrooms	N/A	N/A
Artists Village Building 2	Battery operated in Rooms. Hardwired outside of rooms.	Heat Sensors in the bathrooms	N/A	
Artists Village Building 3	Battery operated in Rooms. Hardwired outside of rooms.	Heat Sensors in the bathrooms	N/A for rooms. Under West 3 boiler room detectors	
Artists Village Building 4	Battery operated in Rooms. Hardwired outside of rooms.	Heat Sensors in the bathrooms	N/A	
Artists Village Building 5	Battery operated in Rooms. Hardwired outside of rooms.	Heat Sensors in the bathrooms	N/A	
Artists Village Commons Building	Battery operated in Apartment. Hardwired outside of rooms.	N/A	N/A	
Nora's House Apartments	Hardwired and battery backup in rooms	NA	NA	Yes. In hallways and in rooms



Crisis Management Plan

Last Updated APRIL 2011

This manual was developed to provide guidelines to assist staff and faculty in crisis situations at The New England Institute of Art. By following these procedures, we can ensure that incidents are handled in a professional and consistent manner.

The safety of our students, faculty and staff is always the primary concern. This manual will take you through different scenarios, but is intended as a guideline and cannot anticipate every situation. Please remember to stay calm, use common sense, and know that, when in doubt, calling 9-1-1 is the best policy.

These procedures will be reviewed annually and revised as needed with input from all departments and approval of the Executive Committee. Review of these procedures will also occur following any implementation of the procedures.

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NEiA Crisis Management Plan

MEDICAL EMERGENCY

CRISIS: An employee or student is experiencing a serious or life-threatening injury or illness on campus or in the dorms.

CRISIS MANAGEMENT OUTLINE:

Evaluate and determine the gravity of the situation. Employees should request emergency medical assistance immediately for any person on NEiA property who requests or demonstrates a need for medical attention.

1. Call or assign someone to call 9-1-1 from the nearest phone (if it is an inhouse phone, remember to dial 9 first). Try to have the following information available when making the call: sex, age, type of injury, if the person is unconscious, location of the injured person, the address where you want the aid unit to go, and your name/phone number.
2. Do not move the injured person and do not leave the injured person alone. Whenever possible, move other people out of the area or re-route traffic, as appropriate. Keep the person calm and as comfortable as you can.
3. Obtain, if possible, the name and ID number of the injured person.
4. Notify Security, the Facilities Manager and your immediate supervisor what and where the emergency is so they can direct the medics upon arrival. If possible, have someone wait by the entrance to meet and guide the arriving emergency crew.
5. IF A STUDENT: Notify Student Affairs and the Registrar immediately in order to obtain any medical history data or emergency contact information provided to NEiA by the student.
IF AN EMPLOYEE: Notify Human Resources immediately in order to obtain any emergency contact information provided to NEiA by the employee.
6. Inquire as to which medical facility the student or employee is being transported, if applicable
7. Notify any Executive Committee member of the crisis.
8. If needed, an Executive Committee member or designated senior manager will notify the student's or employee's emergency contact.
9. Personal property left on NEiA property and belonging to the injured or ill person should be secured by the faculty or staff member assisting and taken to the Lost and Found area in Student Affairs (if a student) or to Human Resources (if an employee), where it will be properly recorded and stored.
10. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.

Only trained and designated NEiA personnel should administer medical assistance to persons on NEiA property. All employees should follow the procedures for "Bodily Substances" if blood, vomit, or other bodily fluids are involved. Locations of First Aid Kits, biohazard kits and rubber gloves are in Appendix I and a list of CPR trained employees in Appendix II.

NEiA Crisis Management Plan

EXPOSURE TO BODILY SUBSTANCES

CRISIS: Employee or student has unprotected exposure to blood, vomit and other potentially infectious substances.

CRISIS MANAGEMENT OUTLINE:

1. Observe universal precautions to prevent contact with blood and other potentially infectious materials. All bodily fluids should be considered potentially infectious.
2. Use nitrile or latex gloves to prevent any contact with people or contaminated articles in which direct exposure to blood or other bodily substances may be anticipated. Gloves must be removed immediately or as soon as feasible after contact and followed by hand washing with soap and water. Gloves are located in all first aid kits listed in Appendix I.
3. Consider all sharp items as potentially infected and handle with extraordinary care to prevent accidental injuries.
4. Contact the NEiA Facilities Manager at 617-800-4056 for clean up and disposal of any contaminated materials such as gloves, bloody gauze or clean-up materials in a bio-hazard bag or the removal of sharp items such as hypodermic needles in a "sharps container."
5. Blood and bodily substance spills are to be promptly cleaned up by custodial staff.
6. Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately or as soon as feasible.
7. If accidental exposure occurs, immediately following contact or as soon as possible wash hands and any other skin with soap and water or flush mucous membranes with water. Follow up with medical professionals for testing.
8. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.

NEiA Crisis Management Plan

EMERGENCY EVACUATION PLAN

CRISIS: A fire, bomb threat, hazardous materials leak, earthquake, or other emergency requires evacuation of the campus buildings.

CRISIS MANAGEMENT OUTLINE:

1. Follow the specific procedures for the type of evacuation (fire or bomb threat).
2. Stay calm. Stop work immediately. Dress appropriately for a possible extended period of time outdoors.
3. Exit building using the posted evacuation routes or nearest stairwells only. (See attached evacuation routes).
4. Physically challenged individuals are to wait at the top of the stairwell for authorized emergency personnel (such as a Firefighter or Police Officer) to assist them. A staff or faculty member should wait with this individual and instruct another employee to notify emergency personnel of their whereabouts. (See "Evacuation of Disabled Individuals" below.)
5. After exiting, immediately head away from the buildings and/or garages. Meet in the location designated below for your building and congregate with other members of your department to ensure all have left safely. If classes are in session, faculty should keep their class together to ensure students can be accounted for.

10 Brookline Place West grassy area on Pearl Street

303 Boylston Street Dunkin' Donuts parking lot

6. Clear the front entrance to the building by moving away to the meeting location.
7. Do not reenter the building or garage until emergency personnel give the "All Clear" to the senior manager on site.
8. Emergency evacuation routes are posted at all locations on each floor, color-coded by evacuation route and exit. Each area of each building has a designated person to check that all offices, classrooms, and restrooms are evacuated. They are as follows:

During normal business hours:

10 BPW 1st Floor Studio Ops Supervisor Matthew Chan or Senior Manager

10 BPW 1st Floor Gallery and Academic Area 10 BPW 1st Floor Gallery and Academic Area

10 BPW 1st Floor Student Center Dean of Student Affairs Michele Tracia or senior manager

10 BPW 2nd Floor Administration Area Director of Human Resources Michael Duffy or senior manager

10 BPW 2nd Floor Classroom Area Registrar Dawn Norris or senior manager

10 BPW 2nd Floor Student Center Library Director Mary Ann Tricarico or senior manager

10 BPW UG Level Bookstore Manager Stephanie Vincent or senior manager

NEiA Crisis Management Plan

303 Boylston Street

Dean of Academic Affairs, Department Chair Stephanie Warnesky or senior manager

34 Station Street

Director of Career Services John Lay or senior manager

138 Harvard Street

Director of Administrative & Financial Services Ross Soraci or senior manager

EMERGENCY EVACUATION OF DISABLED INDIVIDUALS

All disabled faculty, staff and students are encouraged to file an emergency status card with the Facilities Manager and Student Affairs.

In the event of an emergency, occupants of wheelchairs and other persons whose mobility is impaired should observe the Emergency Evacuation Plan below.

If you can move to the exit and have persons to assist you:

- Move to the exit stairwell. Wait until all persons on the floor have evacuated and traffic in the stairwell has cleared.
- If the stairwell is free of smoke, enter and wait in the stairwell landing. Two people should wait with you, while one person should inform the arriving Fire Department of your location. Make sure that the door is securely closed.
- Wait with your assistants for further instructions. The Fire Department will send firefighters to assist you if evacuation is necessary.
- If you are waiting in the exit stairwell and traffic builds from the evacuation of upper floors, re-enter your floor to allow others to pass and the stairwell to clear.
- Assistants should not attempt to carry you down the stairs unless conditions in the stairwell become threatening.
- If you do not have persons to wait with you or are unable to leave your area, refuge should be sought on the floor. Most appropriate would be a totally enclosed room with a telephone and window. This may be a classroom or an office.
- If there are too many individuals to wait on the landing, an area of refuge should be sought on the floor, such as a classroom or an office with a door, window and telephone. Use the fire survival skills described below.

If you are not able to leave the floor, observe the following survival rules:

- Use towels or clothing to block openings around doors or vents where smoke might enter. If available, put a wet cloth over your mouth or nose.
- Place a signal in the window. The signal can be anything that will call attention to your location. For instance, slant the Venetian blinds erratically.
- If smoke or fire enters your area, call 9-1-1 to report your location. Stay low to the floor to breathe the best air.

NEiA Crisis Management Plan

FIRE

****DO NOT use elevators in the event of a fire****

CRISIS: A fire is discovered in one of the campus buildings.

CRISIS MANAGEMENT OUTLINE:

1. Upon discovering a fire, call 9-1-1. Give your name, location, telephone number, and location of fire.
2. Pull the nearest fire alarm.
3. Rescue anyone in immediate danger.
4. Close the door to the room where the fire is located. Use your best judgment.
5. If the fire is small, attempt to fight it with a fire extinguisher (see locations on floor plans in appendix). 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.
6. Evacuate the building immediately following the Emergency Evacuation Plan above and proceed to the designated assembly area. **DO NOT USE ELEVATORS.** 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.
7. It is not advisable to open or break windows. Often smoke from the outside of the building can enter through open windows. Breaking windows will put you at greater risk of smoke entering from the outside and will hamper rescue efforts below.
8. If you have mobility impairment, request assistance from those nearest you. In the event no one renders assistance, go to the nearest stairway landing, shout for help and wait there until help arrives. When fire alarms sound, do not use elevators. An elevator may become inoperative and you may be trapped. Follow the Evacuation of Disabled Individuals guidelines above.
9. Notify either safety personnel or fire fighters on the scene if you suspect someone may be trapped inside the building.
10. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.

NEiA Crisis Management Plan

BOMB THREAT

CRISIS: A bomb threat is called into the College or a possible bomb is located on the premises. All bomb threats should be taken seriously.

CRISIS MANAGEMENT OUTLINE:

Bomb Threat Received by Telephone:

1. Remain calm and attempt to keep the caller on the phone as long as possible to collect as much relevant information as possible. If possible, alert another employee of the situation so that they can call 9-1-1 while the caller is still on the line. **DO NOT USE A CELL PHONE AND DO NOT PULL THE FIRE ALARM** as some explosive devices may be triggered by the signal.
2. Listen to the caller and ask the following questions and take notes for the emergency personnel.
 - "Where is the bomb located?"
 - "When will it explode?"
 - "What does the bomb look like?" (contents, size, shape, color etc.)
 - "What kind is it?"
 - "What will make it go off and when?"
 - "Why are you doing this?"
 - "Who are you?"
3. Listen for any characteristic that could describe the caller's voice (age, sex, accent), mannerisms, and emotional state. Also listen for background noise (traffic, music, other voices, etc.)
4. Report any information gathered to 9-1-1.
5. Inform your department head of the situation.
6. Contact the President. In the President's absence or if unable to reach the President, contact another Executive Committee member. The President, or designee, will contact the NEiA Facilities Manager at 617-800-4065, the Coordinator of Technology, other Executive Committee members, and the Director of Public Relations.
7. Trained Police Search Team will look for potential bomb on premises.
8. The NEiA Facilities Manager or the Director of Technology will work with Security to notify all parking garage attendants of the situation.
9. If instructed to evacuate, the Evacuation Plan will be activated by the designee in each area, who will request all employees and students in their assigned area to evacuate. The fire alarm system will not be used as some explosive devices may be triggered by the signal.
10. Any public statement will be developed by the President in consultation with the Director of Public Relations.
11. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.

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SUSPICIOUS MAIL/PACKAGE

CRISIS: Suspicious package observed.

CRISIS MANAGEMENT OUTLINE:

1. Report any suspicious object or package to Security, a member of the Executive Committee and/or your department head. Under no circumstances should you touch or move it in any way!
2. If instructed by authorities, the Emergency Evacuation Plan will be activated as outlined above.

If the owner of the package or object cannot be located:

3. Immediately call 9-1-1. Do not use a cell phone as it might trigger any explosive device. Give your name, location and telephone number to the police. Inform them of the situation, including any information you may have as to the location of the package and when it was discovered.
4. Only a trained Police team should inspect/remove the package.
5. Any public statement will be developed by the President in consultation with the Director of Public Relations.
6. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.

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HOSTAGE SITUATION

CRISIS: An employee, student or visitor is taken hostage on campus.

CRISIS MANAGEMENT OUTLINE:

Do NOT attempt to apprehend or interfere with the hostage taker(s)!

1. Stay calm. Safety is primary. Attempt to retreat discreetly and assist others to do so likewise.
2. Call 9-1-1 as soon as your safety is secured.
3. If you are unable to call 911 due to the hostage situation, follow these steps: Move slowly, assess your situation (Can you take cover anywhere? Are there more than one hostage takers? Do you have any back up?) Call the police as soon as possible.
4. Notify Security and the President, or designee, immediately. The President, or designee, will notify the Executive Committee and the Director of Public Relations. Security will notify the NEiA Facilities Manager or the Coordinator of Technology.
5. The police will determine the course of action to take to ensure safety of those in the vicinity of the incident. The Emergency Evacuation Plan may be activated.
6. Follow the instructions from the police and/or managers in charge of the situation.
7. The NEiA Facilities Manager will provide a copy of the floor plan of the building to the Police.
8. The Director of Public Relations will instruct the Front Desk Receptionists on how to respond to phone calls.
9. The Director of Public Relations will handle all media inquiries. Staff, faculty and students will be instructed not to talk with the media.
10. Security will complete an Accident/Injury Report and email it to the Director of Administrative Services to be shared with the Executive Committee.

NEiA Crisis Management Plan

PHYSICAL ASSAULT

CRISIS: A physical assault (defined as an assault with intent to inflict bodily harm) occurs on campus.

CRISIS MANAGEMENT OUTLINE:

1. Assess the situation. If the assault is witnessed, DO NOT attempt to interfere or apprehend the assailant unless it is safe to do so.
2. Contact Security, your department head, and a member of the Executive Committee if you are the one assaulted or on behalf of the one assaulted.
3. Call 9-1-1 immediately if the situation is dangerous or escalating.
4. Complete an Incident Report and email it to the Executive Committee at neiaexec@aii.edu, your immediate supervisor and the Director of Public Relations within 24 hours of the incident.
5. Campus authorities can assist a student in reporting violations at the student's request. Counselors are available to assist and to provide counseling, emotional support, and referrals to local hospitals and other services.
6. If the alleged perpetrator is a student, Security immediately informs the Dean of Student Affairs for further investigation and disciplinary action.
7. Any public statement will be developed by the President in consultation with the Director of Public Relations.

CRISIS: A sexual assault occurs on campus.

CRISIS MANAGEMENT OUTLINE:

1. If the assault is witnessed, DO NOT attempt to interfere or apprehend the assailant unless it is safe to do so.
2. Call 9-1-1 immediately.
3. Contact Security and a member of the Executive Committee if you are the one assaulted or on behalf of the one assaulted.
4. Complete an Incident Report and email it to the Executive Committee at neiaexec@aii.edu and the Director of Public Relations within 24 hours of the incident.
5. Campus authorities can assist a student in reporting violations at the student's request.
6. If the alleged perpetrator is a student, the Key Personnel on scene or Security will immediately inform the Dean of Student Affairs for further investigation and disciplinary action.
7. The College Counselor or the Wellness Corporation (Student Assistance Program or Employee Assistance Program) will be contacted to provide counseling, emotional support, and referrals to local hospitals, crisis programs, and sexual assault programs.
8. Depending on the nature and the circumstances of the incident, the Dean of Student Affairs, with input from the Executive Committee and the Director of Public Relations, may prepare a statement.

**** Victims will not be identified. ****

NEiA Crisis Management Plan

VIOLENT INCIDENT ON CAMPUS

CRISIS: A violent incident such as gunfire or stabbing occurs on campus.

CRISIS MANAGEMENT OUTLINE:

Do NOT attempt to apprehend or interfere with the assailant(s). Any situation involving a weapon is potentially dangerous. Proceed with caution.

1. Call 9-1-1 immediately. Provide Police with the exact location and any details of the violent incident available
2. Notify your department head and a member of the Executive Committee.
3. The police will determine the course of action to take to ensure safety of those in the vicinity of the incident. The Emergency Evacuation Plan may be activated.
4. The NEiA Facilities Manager will provide a copy of the floor plan of the building to the Police.
5. The Director of Public Relations will instruct the Front Desk Receptionists on how to respond to phone calls.
6. The Director of Public Relations will handle all media inquiries. Staff, faculty and students will be instructed not to talk with the media.
7. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.

NEiA Crisis Management Plan

WEAPON ON CAMPUS

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

CRISIS MANAGEMENT OUTLINE:

Any situation involving a weapon is potentially dangerous. Proceed with caution.

Non-threatening Situation: Possession of weapon is noted, perhaps seen in a person's pocket.

1. Reports the situation to an Executive Committee member and Security.
2. If the individual is a student or employee, s/he will be approached by Security and asked to remove the weapon from the premises. If the person is a visitor, s/he will be escorted out of the building by Security.
3. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.
4. Follow-up disciplinary action will be taken by the Dean of Student Affairs if a student or by the appropriate department head if an employee. If the visitor was here visiting students or employees, their host will be subject to disciplinary review by the Dean of Student Affairs or their department head.

Threatening situation: A weapon is shown in a menacing manner on campus.

Do not attempt to apprehend or interfere with the person with the weapon!

1. Call 9-1-1. Provide them with your name, location, and information about the situation including type of weapon, physical description and mental state of the person with weapon.
2. Attempt to retreat discreetly and assist others to do likewise.
3. Notify NEiA reception desk and Security of situation and location to assist with directing emergency personnel.
4. Notify an Executive Committee member of the situation, who will then notify the President and other members as needed:
5. Have someone wait by the building entrance to meet and guide the Police and other emergency personnel.
6. The police will determine the course of action to take to ensure the safety of those involved in the incident as well as those in the vicinity.
7. All communications with the authorities should be through a designated liaison determined by the President. All media communications will be through the Director of Public Relations.
8. Security will complete an Accident/Injury Report and email it to the Sayed Khodier to be shared with the Executive Committee.
9. Follow-up disciplinary action will be taken by the Dean of Student Affairs if a student or by the appropriate department head if an employee. If the visitor was here visiting students or employees, their host will be subject to disciplinary review by the Dean of Student Affairs or their department head.

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THEFT

CRISIS: Personal items are taken on College property.

CRISIS MANAGEMENT OUTLINE:

1. Report the theft to Security, the NEiA Facilities Manager or the Director of Technology. It is important to note the time and location where the item(s) were last seen.
2. If the victim chooses, he or she is encouraged to file a report with the Brookline Police Department at 617-730-2222.
3. Security will complete an Incident Report email that is filed with the NEiA Facilities Manager or the Coordinator of Technology.
4. The victim should check back with the Lost and Found in Student Affairs. If the item is found, the victim should notify the NEiA Facilities Manager, the Coordinator of Technology and/or Security.

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HARASSMENT: RACIAL/SEXUAL/OTHER

CRISIS: A student or employee is the recipient of racial, sexual or other forms of harassment.

CRISIS MANAGEMENT OUTLINE:

1. Contact the Dean of Student Affairs (if involving a student) and/or Director of Human Resources (if involving an employee) with as much information about the incident as possible.
2. The Dean of Student Affairs and the Director of Human Resources will consult to determine who will conduct the formal investigation.
3. The Dean of Student Affairs and/or the Director of Human Resources initiates a preliminary investigation and has student(s) complete an Incident Report Form (available from the Student Affairs Office). If it is written harassment, a photograph should be taken or a copy should be made for documentation.
4. Depending on the nature of the incident, the Dean of Student Affairs and/or the Director of Human Resources may notify the Executive Committee regarding the incident.
5. The Dean of Student Affairs and/or the Director of Human Resources will consult with the appropriate personnel to contain rumors and, when necessary, contact parents regarding actions to be taken to address the situation. The Dean of Student Affairs decides who else needs to be informed of the situation (e.g. the Academic Affairs Department, parents, Counselors or International Student Advisor).
6. Students involved in the incident will be subject to disciplinary action as deemed appropriate by the Dean of Student Affairs or designee. Employees involved in the incident will be subject to disciplinary action as deemed appropriate by the Director of Human Resources.
7. Depending on nature and the circumstances of the incident, a statement will be prepared by the Dean of Student Affairs or Director of Human Resources with input from the President and, when appropriate, from the Director of Public Relations.
8. The Director of Human Resources and/or Dean of Student Affairs and/or the Counselor conducts educational workshops focusing on prevention and implications of harassment/discrimination.

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DEATH OF AN EMPLOYEE

CRISIS: An employee dies.

CRISIS MANAGEMENT OUTLINE:

1. Notify the employee's department head.
2. The department head (usually the supervisor of the deceased) notifies the corresponding Executive Committee member.
3. The Executive Committee member notifies the President, the Director of Human Resources, and the Director of Public Relations.
4. The President's Office will work with the Executive Committee to notify the family. The President's office sends flowers or "in lieu of" and condolences to the family.
5. The Director of Public Relations, in conjunction with the President, immediately prepares a memo to faculty and staff regarding employee's death. In some instances, this memo may also be distributed to EDMC and/or students. Depending upon the circumstances, a public statement may also be prepared.
6. If the deceased was a faculty member, the Department Chair will attend each of the classes taught to notify students of the instructor's death. A Counselor should accompany the Department Director.
7. Company property is retrieved from the employee's home by the department head of the deceased or the Director of Human Resources.
8. The Director of Human Resources notifies insurance plans, gathers information for the family of the deceased including life insurance, retirement plan beneficiary and distribution process.
9. The employee's supervisor and the Director of Human Resources determine the appropriateness of a campus memorial service.
10. Counselors are made available for counseling employees and staff.
11. If the death is sudden, unexpected, the result of violence or suicide, group debriefings may be warranted. Counselors will make arrangements for these meetings.

NEiA Crisis Management Plan

DEATH OF A STUDENT

CRISIS: A student dies.

CRISIS MANAGEMENT OUTLINE:

It is imperative that the death of a student, regardless of the cause, be addressed immediately once it comes to the attention of any employee of NEiA. In situations involving violence or suicide, extra attention should be given to students at high-risk for depression.

1. Notify the Dean of Student Affairs immediately or Assistant Dean if the Dean is unavailable.
2. A public statement will be developed by the President in consultation with Director of Public Relations.
3. If at all possible, close friends of the deceased should be notified by the College Counselor prior to general announcement to students.
4. The student's Department Chair, accompanied by the College Counselor, will make announcements in the student's classes.
5. Faculty and staff will be advised by the College Counselor to identify and refer those students at high risk for depression. These may include relatives and close friends of the deceased, students with a history of depression and/or suicide attempts, or classmates who may have witnessed or come upon the scene of death.
6. The College Counselor will screen and make counseling services available to the identified high-risk students.
7. The Dean of Student Affairs and the student's Department Chair determine the appropriateness of a campus memorial service.
8. The College Counselor may arrange for debriefing sessions, separate for employees and students, if the death is unexpected.
9. If the student is an International student, the International Student Advisor will determine if the consulate can contact the parents. If not, the President will notify the parents. A translator will be made available at the time of the call, preferably an outside agent or staff member, if necessary.
10. If the student is an International Student, the International Student Advisor should be aware of the cultural responsibilities for identification, autopsy and disposition of the body if the consulate or parents are not available to complete these tasks.

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DEATH OF A STUDENT'S FAMILY MEMBER

CRISIS: *Information that a student's family member has died or is dying is received at College.*

CRISIS MANAGEMENT OUTLINE:

By-phone notification:

A phone call with information about a family member's death, or impending death, is made to the College.

1. Forward the call immediately to the Counselor. If the Counselor is unavailable, forward the call to the Assistant Dean of Student Affairs.
2. The Counselor will get information about the family member from the caller.
3. The Counselor will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
4. The Counselor will make available emotional assistance to the student as needed. The Counselor may also assist the student with arrangements for getting home, etc.
5. The Counselor will notify the student's Academic Department Chair.
6. The Counselor will notify Registrar to inform faculty if student will be missing classes.

In-person notification:

A family member comes to the College to notify a student of the death, or impending death, of a family member.

1. Contact the Registrar's Office for assistance with locating the student.
2. Arrange for the notification to occur in a private area. Ask the family member if having the Counselor available is desired. If so, contact the Counselor to meet with the student/family.
3. Notify the student's Department Chair of the situation.
4. The Counselor or Department Chair may assist the student with emotional and academic support.
5. If the student is an international student:
 - In many countries and cultures, the death of a family member is a major family event that will require all the time and attention of the student, often requiring the student to withdraw from the College and return at a later date.
 - If the student has an established relationship with the International Student Advisor, the International Student Advisor may be the person who notifies the student of the family member's death.
 - The International Student Advisor will determine the financial impact on the student, if any, and inform the Dean of Student Affairs. The student may need assistance (food, lodging, tuition, work permission, etc.) until the situation stabilizes.
 - The International Student Advisor will refer the student to the Counselor, to friends, and to community resources that can be of help.
6. Follow all the other procedures listed above.

NEiA Crisis Management Plan

INCIDENTS INVOLVING SUBSTANCE ABUSE: OVERDOSE

CRISIS: A student, employee or visitor is having medical complications due to an overdose of substances, either legal or illegal.

CRISIS MANAGEMENT OUTLINE:

1. Call 9-I-1 for immediate medical assistance. Provide the dispatcher with the location of the individual, phone number, what drug was taken, how much, how long ago, and symptoms.
2. Follow the procedures for Medical Emergency.
3. Security will complete an Accident/Injury Report and email it to the Director of Administrative Services to be shared with the Executive Committee.
4. If a student, the Dean of Student Affairs will take disciplinary action, if necessary. If an employee, the appropriate department head will take disciplinary action, if necessary.
5. Any public statement will be developed by the President in consultation with Regional Director of Public Relations.

NEiA Crisis Management Plan

INCIDENTS INVOLVING SUBSTANCE ABUSE: UNDER THE INFLUENCE

CRISIS: A person is acting drunk, high, or otherwise impaired while on College property.

CRISIS MANAGEMENT OUTLINE:

1. Do not make any assumptions about the reason for the condition. Gather as much information as possible and address any concern about observable behavior. Some legitimate medical conditions/reactions to medications could be confused with drug and/or alcohol intoxication.
2. If the nature of the impairment is unknown, contact the Dean of Student Affairs and/or Director of Human Resources to determine the problem and to ensure the individual's well being.
3. If necessary, follow the procedures for a Medical Emergency.
4. Call the NEiA Facilities Manager, the Coordinator of Technology, or Security.
5. Security will complete an Incident Report Form in as much detail as possible and submit copies to NEiA Facilities Manager or the Director of Technology, who will notify the Dean of Student Affairs if it involves a student or the Department Director if it is an employee. The Department Director and/or the Dean of Student Affairs will determine who else needs to be involved to handle the problem based on the nature of the situation.
6. If a student, the Dean of Student Affairs will take disciplinary action, if necessary. If an employee, the appropriate department head will take disciplinary action, if necessary.
7. The Student Assistance Coordinator may be utilized in appropriate situations for counseling and/or referrals.

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ELEVATOR BREAKDOWN OR CABLE BREAKAGE

****DO NOT use elevators in the event of a fire****

CRISIS: The elevator has stopped operating and people are trapped inside.

CRISIS MANAGEMENT OUTLINE:

1. The people trapped should use the emergency buttons located inside the elevator to direct-dial to the repair service. Elevators in both buildings have "Push to Call" buttons which connect directly to Elevator Repair as well as separate buttons which connect directly to the Fire Department.
2. Individuals aware of the situation should immediately inform the first floor reception desk. Reception personnel will immediately contact the NEiA Facilities Manager and/or Security who will contact the elevator repair service to ensure someone is sent immediately.
3. Reception will contact the Executive Committee and management personnel to assist with calming those inside the elevator, informing them that the repair company has been notified, and reassuring them that the elevator will be repaired shortly. Instruct those trapped not to try to pry the doors open or otherwise crawl out of the elevator.
4. If injuries have occurred follow procedures for Medical Emergencies and/or Death of an Employee or Student.
5. The Director of Public Relations and the President or designee will prepare a statement for the public and for NEiA internal communication.

NEiA Crisis Management Plan

EMERGENCY PROCEDURES FOR POWER OUTAGES

CRISIS: All power is down severing computer and phone operations. Hallways, offices, stairwells, and classrooms are dark and the elevator is inoperative.

CRISIS MANAGEMENT OUTLINE:

1. Notify the NEiA Facilities Manager or the Director of Technology and Security.
2. The NEiA Facilities Manager will determine if anyone is trapped in the elevators.
3. The designated individuals above will determine whether this is a building-related or area-related outage.
4. The NEiA Facilities Manager or the Director of Administrative & Financial Services will alert the Executive Committee once the power outage has been determined to be long term. The President, in consultation with Executive Committee, will determine whether or not to close the College.
5. The internal College phone system may be suspended in the event of a power outage. Personnel should keep their cell phones available.
6. The Evacuation Plan may be activated.
7. Students will be asked to curtail their movement and cautioned not to use open element sources of light.
8. NEiA personnel will check on all disabled, ill, or injured students or employees who might require special assistance.
9. The NEiA Facilities Manager or the Director of AFS will inform the Executive Committee when power is restored.

NEiA Crisis Management Plan

NEIA COLLEGE CLOSING INFORMATION

From time to time the College may need to be closed or may delay classes. Please review the following to be aware of how to access official information on College closings or delays. The president is the only person who decides whether the College will close. In the event the College does close or classes are delayed, the radio and television stations below will be notified. In addition, a message will be posted on the College website.

Please be aware that these are the only official sources for information on College closings and delays for NEiA.

TELEVISION: The television stations below will broadcast our College closing information under the name "The New England Institute of Art."

- WHDH-TV (Channel 7)
- WCVB-TV (Channel 5)
- WBZ-TV (Channel 4)

RADIO: The radio station below will broadcast our College closing information under the name "The New England Institute of Art."

- WBZ 1030 News/Radio

TELEPHONE: You can call the College's following main numbers for a recorded message regarding College closings or delays:

- 617-739-1700
- 617-582-4400
- 800-903-4425

You can also call the Academic Affairs main number for information at 617-582-4457.

INTERNET:

A pop-up box with closing information will appear on the main website (www.artinstitutes.edu/boston). The WHDH, WCVB and WBZ websites will also list NEiA school closing information. The school should be listed under T for The New England Institute of Art, but you may want to check under N, as well. The site addresses are as follows:

- WHDH: www3.whdh.com/stormforce
- WCVB: thebostonchannel.com/closings
- WBZ: wbz.com (check under Extras and School Closings or go directly to www.wbz.com/pages/30449.php)

You may also sign up on the WHDH-TV STORM FORCE website and on WCVB TV's website to receive text messages on your cell phone directly from the TV station.

- WHDH: whdhstore.hipcricket.com/
- WCVB: <http://www.thebostonchannel.com/severeweathersignup/index.html>

In the event that the College closes while classes are in session, a staff member from Academic Affairs will go to each classroom to notify students and faculty that the College is closing and that everyone should prepare to leave the campus. Managers will be informed and will be responsible for relaying the information to their direct reports.

NEiA Crisis Management Plan

APPENDIX I: LOCATION OF FIRST AID KITS THOUGHOUT CAMPUS

10 Brookline Place West

- First Floor
 - Next to Gallery supply cabinet
 - Studio Operations
 - Academic Achievement Center
 - Between rooms 112 and 114 over the counter with the sink
- Second Floor
 - Administration area to the right after you pass the reception desk
 - Library in the hall between restrooms
- UG Level Room B10

303 Boylston Street

- Second Floor in the Faculty Lounge

NEiA Crisis Management Plan

APPENDIX II: FIRST AID/CPR TRAINED EMPLOYEES

10 Brookline Place West

- Melissa Daley
- Kimberly Hildebrand
- Vicky Hu
- Bob Khederian
- Carolyn Wilson

303 Boylston Street

- Michael Goldberg

NEiA Crisis Management Plan

Appendix III: Evacuation Maps with Locations of First Aid Kits and Defibrillators

Maps are on the following pages.