

The Art Institute of California - Hollywood
Jeanne Clery Disclosure of Campus Security Policy and
Campus Crime Statistics Report
October 1, 2011

INTRODUCTION

The Art Institute of California - Hollywood is providing the following information to all of its employees and students as part of The Art Institute of California - Hollywood commitment to safety and security pursuant to the requirements of the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. If you should have questions about any of the information provided in this report, please contact Michelle Estrellado, Dean of Student Affairs, at 5250 Lankershim Blvd., North Hollywood, CA, 91601, telephone (818) 299-5225.

I. CAMPUS SECURITY AND CRIME PREVENTION POLICY

The Art Institute of California - Hollywood 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. Information regarding access to the report is distributed to all students via e-mail, the school's internet site and through The Art Institute of California - Hollywood's *Student Handbook*.

REPORTING CRIMES AND EMERGENCIES

A safe environment is everyone's responsibility. Students, faculty and staff are encouraged to report all criminal acts, suspicious activities or emergencies promptly and have the right to report these matters confidentially. Victims or witnesses to a crime are encouraged to file a report of the incident. Reports can be filed on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics by contacting the Dean of Student Affairs. Reports are kept in a secure location in the office of Student Affairs. Names of victims or witnesses are not disclosed in the crime report. It is the policy of The Art Institute of California - Hollywood that all criminal acts or other emergencies be properly documented and reported to local authorities as required by law.

Students and employees should promptly report all criminal actions and emergencies occurring on or around school facilities to Michelle Estrellado, Dean of Student Affairs at (818) 299-5225 or building security at (818) 299-5195. You may also contact the Los Angeles Police Department by dialing 911 or (877) ASK-LAPD to report emergencies or criminal acts occurring on or around school facilities. To report incidents occurring in school-sponsored housing, students should contact Greg Moscetti, Residential Life and Housing Coordinator at (818) 299-5235 or dial 911 to report a crime or emergency requiring an immediate response.

All criminal activity is documented by the completion of an Incident Report with Michelle Estrellado, Dean of Student Affairs and may be reported to local police agencies. Criminal activity might include, but is not limited to, burglary, motor vehicle theft, aggravated assault, robbery, sexual offense, hate crimes, gender crimes or murder.

In the event of fire or medical emergencies, staff and employees should contact the Los Angeles Police by dialing 911 and then notify the Dean of Student Affairs.

POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS

All incidents are reported and documented on the Incident Report which is sent to the Dean of Student Affairs. Reports are kept in a secure location in the office of Student Affairs. The annual crime report is prepared by gathering campus crime statistics and data from local and state police and sheriff departments and other relevant information by the Dean of Student Affairs.

SECURITY AND ACCESS TO THE INSTITUTE

It is the policy of The Art Institute of California - Hollywood that access to all campus facilities, including housing facilities, be limited to authorized personnel, students and invited visitors. Visitors are at all times subject to school policies and conduct codes. Students and employees are responsible for the conduct of their guests at all times. Students, staff and faculty are required to show their valid Ai photo identification card to gain access to school facilities at all times.

ACCESS TO ACADEMIC BUILDINGS

The school security desk is located on the first floor entrance to the 5250 building. A security guard monitors the building via security cameras. An additional security guard patrols the building facility and parking structure. The security guard stationed at the entrance of the school building requires all students, staff, and faculty to present an identification card and requires guests to sign in on a security log. Exterior lighting is provided around the building, and parking areas. Suspicious persons are questioned and may be asked to leave. Building security inspects all floors before locking the building when the school closes.

SCHOOL-SPONSORED HOUSING

School-sponsored housing facilities have exterior lighting illuminating the grounds and parking lots and each unit has individual keys. All complex parking lots are enclosed and secure and the complex premises are gated or locked at all times. We are currently located in multiple housing properties and security staffing varies by complex. The Los Angeles Police Department can be reached by dialing (877) ASK-LAPD. In the event of a crime in progress, dial 911.

CAMPUS LAW ENFORCEMENTS

Unarmed security personnel at the school building are present and are to assist students, faculty, staff and guests of The Art Institute of California - Hollywood. Security is on duty Monday – Friday: 6:30am – 12:00pm and Saturday: 6:30am – 6:00pm. Faculty, staff and students are required to carry their valid Ai photo identification card at all times and to present them upon request. Security personnel may not make arrests, but are instructed to promptly contact the Los Angeles Police Department and the Dean of Student Affairs, if any illegal activity occurs. The Art Institute of California - Hollywood is committed to maintaining a safe and secure environment for its students, faculty and staff. As such, The Art Institute of California -

Hollywood campus security policy is carried out as follows:

- a. A security guard is assigned to the building facility at all times.
- b. Access to the campus is limited through the main entrance only.
- c. Students, faculty and staff are advised to:
 - park in the secured parking garage located on the east side of the building;
 - when leaving the campus during the evening, to do so in groups of two or more;
 - request to be accompanied by a campus security guard if alone;
 - keep personal belongings in the assigned area;
 - not carry large amounts of cash or other valuables on campus;
 - avoid areas adjacent to the campus that are inadequately lit during evening hours.

Student residents at school-sponsored housing should contact a Resident Assistant, either by phone or in person, who resides at the complex should an emergency arise. The Resident Assistants, who are employees of The Art Institute, are trained in emergency procedures and school regulations. They will then contact the appropriate personnel as necessary.

RELATIONSHIPS WITH LOCAL AND STATE POLICE

The Art Institute of California - Hollywood is located in the City of North Hollywood in the County of Los Angeles. The Art Institute of California - Hollywood maintains a working relationship with the Los Angeles Police Department with contact initiated by The Art Institute of California - Hollywood personnel to ensure that The Art Institute of California Hollywood is aware of criminal offenses and arrests occurring on or near the campus so that they can be properly reported, and if necessary, provide for timely warning reports on crimes that represent a continuing threat. Timely warning reports are provided. The warning reports will be distributed to all students, staff and faculty via e-mail and also will be posted in various locations throughout the campus. The Institute does not have a written memorandum of understanding with the Los Angeles Police Department for the investigation of alleged criminal offenses, but does comply with periodic requests for information regarding current and prior students in accordance with FERPA.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT CAMPUS SECURITY

All students, faculty and staff receive notification and access, during the fall quarter, to the Jeanne Clery Disclosure of Campus Security Policy & Campus Crime Statistics. Notification is distributed via e-mail and policies are also available in the office of Student Affairs. This policy describes campus security procedures, reporting of crimes, and safety tips to help avoid becoming a victim of a crime.

If The Art Institute of California - Hollywood feels that certain crimes may be a threat to students or employees, we will issue a warning letter to advise students and employees of the recent crimes and measures that can be taken to prevent future crimes. The warning letter will be distributed to all students, faculty and staff via e-mail and also will be posted in various locations throughout the campus.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT THE PREVENTION OF CRIMES

The Student Affairs Department and the officers representing the Los Angeles Police Department conduct seminars to inform students about a variety of different topics including campus security, prevention of crimes, personal safety, rape prevention and domestic violence. All students, faculty and staff are encouraged to participate. The Art Institute of California - Hollywood encourages student and employees to be responsible for their own security and the security of others.

In the event The Art Institute of California – Hollywood, working with local police and/or campus security personnel, determines that a particular criminal offense continues to be a threat to the campus community, it will notify the campus community by bulletin board notices in the student lunchroom and classrooms, and notices read by instructors or administrators in classrooms.

Students are requested to review The Art Institute of California - Hollywood's *Student Handbook* where sections discussing Crime Awareness and Campus Security and Student Conduct Policy can be found. Employees are requested to review The Art Institute of California - Hollywood's *Employee Handbook* where information regarding Standards of Conduct and Safety can be found.

EMERGENCY RESPONSE AND EVACUATION

In the event of an emergency (fire, earthquake, etc.) an alarm will sound or general announcement will be made notifying all students, faculty and staff of their need to leave the building, take cover, or await further instructions. Everyone should act in accordance with the practices conducted during the regular drill procedures. It is mandatory that all persons observe the following procedures:

1. Stay calm. Stop work immediately. Do not pack up supplies or work in progress. If the alarm sounds do NOT assume it is a drill.
2. Follow directions from the nearest faculty, staff member or from the floor safety team leader; if evacuation is warranted exit building using stairwells only.
3. After exiting, head away from the immediate front of the building.
4. Do not re-enter the school until an "all-clear" indication is given.

Emergency procedures are distributed to every student and employee on an annual basis and are available to prospective employees and students at their request. The emergency response and evacuation procedures are tested bi-annually. Information regarding access to the procedures is distributed to all students via e-mail, the school's internet site and through The Art Institute of California - Hollywood's *Student Handbook*. In the event of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on campus, the campus community will be notified via the school safety team, e-mail and postings on campus if applicable. In the event of a campus closure, the campus community will be notified via e-mail and will also be able to receive voice updates via the main phone line.

OFF-CAMPUS STUDENT ORGANIZATIONS

At the present time, The Art Institute of California - Hollywood does not have any off-campus student organizations.

DRUG AND ALCOHOL POLICIES

In keeping with section 120(a) through (d) of The Higher Education Act of 1965, as amended, including the Drug-Free Schools and Communities Amendments of 1989 (Public Law 101-226), a “Drug Free Schools and Campuses” publication, the Drug Prevention Policy, is provided to all at The Art Institute of California - Hollywood annually.

Pursuant to federal and state drug laws, students are prohibited from the unlawful manufacture, distribution, possession, sale or use of illicit/illegal drugs. The Art Institute of California - Hollywood also enforces state laws regarding underage drinking. This prohibition applies while on the property of the school or when participating in any institutional activity. Students or employees who violate this policy will be subject to disciplinary action up to, and including, expulsion from school and student housing or termination of employment.

PROGRAMS AND PROCEDURES REGARDING SEXUAL ASSAULT

Educational programs promoting the awareness of rape, acquaintance rape, and other sex offenses are presented by the Student Affairs Department and Los Angeles Police Department. Officers of the Los Angeles Police Department present discussions on rape awareness, the reduction the risk of being a rape victim, and what to do if you are attacked. Brochures on sexual assault issues are available in the Student Affairs Department. Should a student be sexually assaulted, it is the student(s) option to notify the appropriate law enforcement authorities, including on-campus authorities and local police. At the student’s request, security, the Director of Student Development, the Dean of Students, another Executive Committee member or other school officials will assist in notifying the proper authorities. 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 risk of pregnancy and venereal disease.
- (A medical examination is the only way to ensure you are not injured and it could provide valuable evidence should you decide to prosecute.)
- Call someone to be with you; you should not be alone.

It is also recommended that victims call the Los Angeles Rape and Battery Hotline at (213) 626-3393, (310) 392-8381 or (626) 793-3385. It is open 24 hours a day, and their counselors can help answer medical and emotional questions at any hour and in complete confidence. Reporting the rape to the police is up to the victim, but it is important to remember that reporting a rape is not the same as prosecuting a rape. Victims are strongly encouraged to call the police and report the rape. If the victim requests, The Art Institute of California Hollywood will assist in identifying off-campus counseling or mental health services. After any campus sexual assaults are reported, the victims of such crimes have the right to request that Institute personnel take steps or actions

reasonably feasible to prevent any unnecessary or unwanted contact or proximity with alleged assailants, including relocation in Institute housing, if applicable or the transfer of classes.

Other rape crisis centers or mental health agencies available to assist a victim of sexual offenses include:

1. California Hospital Medical Center, (213) 748-2411
2. Valley Trauma Center (818) 886-0453
3. Los Angeles City Attorney Victim/Witness Assistance Program (818) 623-4056
4. Boys and Girls Town National Abuse Hotline, (800) 843-5200
5. Domestic Violence-Sexual Assault Hotline, (800) 339-3940
6. Rape, Abuse & Incest National Network ([RAINN](#)) at 1-800-656-HOPE
7. Santa Monica Rape Treatment Center, (310) 319-4000

Disciplinary Action and Sanctions

On-campus disciplinary procedures against students will be in accordance with The Art Institute of California - Hollywood published Student Conduct Policy. Both the accuser and the accused are entitled to have others present during a disciplinary proceeding. Both will be informed of the outcome of any campus disciplinary proceeding. For this purpose, the outcome of a disciplinary proceeding means only The Art Institute of California - Hollywood final determination with respect to the alleged sexual offense and any sanction that is imposed against the accused. Sanctions, which may be imposed following a final determination of a disciplinary proceeding regarding rape, acquaintance rape, or other forcible or non-forcible sex offenses, may include warning, probation, suspension or expulsion.

INFORMATION REGARDING REGISTERED SEX OFFENDERS

To comply with the mandated portion of California's Megan's Law, all city police and sheriff agencies serving a population of 200,000 or more are required to make Megan's Law Web Application available for viewing information about registered sex offenders. You may access the information at the following locations:

Los Angeles Police Department – North Hollywood Community Police Station
11640 Burbank Blvd.
North Hollywood, CA 91601
(818) 623-4016

Los Angeles Police Department – Olympic Division
1130 S. Vermont
Los Angeles, CA 90006 213-382-9102

Los Angeles Police Department - Wilshire Division
4861 West Venice Boulevard
Los Angeles, CA 90019
(213) 485-4022

Los Angeles Police Department - Rampart Division
2710 West Temple Street
Los Angeles, CA 90026
(213) 485-9122

In accordance with the Violent Crime Control Act of 1994 section 170101(j) information regarding sex offenders can be found on the California's Department of Justice's Web site at <http://www.meganslaw.ca.gov> this site provides information to the public concerning the location of sex offenders within California.

CRIME STATISTICS

The Art Institute of California - Hollywood's annual campus security report contains the disclosure of crime occurrences for the three most recent calendar years. The most recent report is dated July 30, 2010 and discloses the number of crime occurrences in the following categories:

- a. murder (including non negligent manslaughter);
- b. negligent manslaughter;
- c. sex offenses (forcible & non-forcible);
- d. robbery;
- e. aggravated assault;
- f. burglary;
- g. motor vehicle theft (on campus); and
- h. arson

The Art Institute of California - Hollywood is required to disclose if the any of the aforementioned crimes are classified as a hate crime*, as prescribed by the Hate Crimes Statistics Act (28 U.S.C. 534). *A hate crime is one in which the victim is selected intentionally because of his or her actual or perceived race, gender, religion, sexual orientation, ethnicity, or disability.

The following statistics are provided for your information in compliance with the Jeanne Clery Disclosure of Campus Security Act and Campus Crime Statistics Act. The Art Institute of California - Hollywood prepares the crime statistic policies annually by gathering all reported data and preparing a report for its employees and students. Set forth in the first box below are statistics concerning the occurrences on The Art Institute of California - Hollywood which were reported to the building management security and if applicable any local police agencies. The second box below sets forth available statistics concerning the number of criminal offenses in relation to hate crimes on the Institute's campus, non-campus buildings and property, and public property. Finally, in the third box arrests and "referrals for campus disciplinary action" for liquor law violations, drug law violations, and illegal weapons possession are listed. Victims or witnesses may report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics.

Missing Person Notification Policies and Procedures

Any student believed to be missing from the campus unexpectedly for 24 hours shall be immediately reported to Michelle Estrellado, the Dean of Student Affairs at 818-299-5225 or e-mail ngamb@aii.edu. It is the policy of The Art Institute of California – Hollywood that the Dean of Student Affairs 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 Dean of 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 Dean of 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 Art Institute of California – Hollywood can identify, through the emergency contact sheet during the admissions 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 Dean of 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 the Dean of Student Affairs not be able to locate a person reported missing within twenty-four (24) hours of the report, the Dean of Student Affairs will 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, the Dean of 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.

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 Los Angeles **Fire Department**, Fire Station 60, 5320 Tujunga Avenue, **North Hollywood**, CA 91601-3121 immediately and Michelle Estrellado, the Dean of Student Affairs at 818-299-5225 or e-mail mestrellado@aii.edu.

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. Stairwells are found near the northwest and southeast corners on the floors 2-4. Persons may exit through the main north and south exits on the 1st floor. 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 the fire department and/or members of the school safety team. No occupant will re-enter a building until clearance is given by the fire department and/or the campus President or designee.

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 Campus Safety Team or fire officials during a drill or an actual alarm. In 2009, there were 0 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 Director of Human Resources.
- 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.
- 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 Public Safety at x800 or by cell phone at (413) 585-2490.
 2. 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 Campus Safety Team and the Los Angeles Fire Department.

School Sponsored Housing Fire Safety and Sprinkler Systems

Below is a listing of housing fire safety systems

Smith College Residential Fire Systems

Building	Smoke Detectors	Heat Detectors	Carbon Monoxide Detectors	Sprinkler System
Living at NoHo	X	X	X	Throughout the Building
The Social	X	X	X	Throughout the Building

Ai Hollywood

The following statistics show the **total** criminal offenses, hate crimes and arrests/referrals for campus disciplinary action that occurred on the

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.

Criminal Offenses	Calendar Year								
	2008			2009			2010		
	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**	On Campus	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	1	0	0	1	0
Non-Forcible Sex Offense	0	0	0	0	0	0	0	0	0
Incest	0	0	0	0	0	0	0	0	0
Statutory Rape	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	0	0	0	2	0	0	0	0
Burglary	12	1	0	0	3	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Totals	12	1	0	0	6	0	0	1	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.).

Hate Crimes	Calendar Year								
	2008			2009			2010		
	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**
Murder & Non-negligent	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
Incest	0	0	0	0	0	0	0	0	0
Statutory Rape	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Simple Assault	0	0	0	0	0	0	0	0	0
Larceny-Theft	0	0	0	0	0	0	0	0	0
Intimidation	0	0	0	0	0	0	0	0	0
Destruction, Damage, Or Vandalism of Property	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	0

Race	Religion	Sexual Orientation	Gender	Disability	Ethnicity/National Origin

Arrests/Persons Referred for Campus Disciplinary Action

Arrests	Calendar Year								
	2008			2009			2010		
	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**
Arrests									
Weapons: carrying, possessing, etc	0	0	0	0	0	0	0	0	0
Drug Abuse Violations:	0	0	0	0	0	0	0	0	0
Liquor law violations	0	0	0	0	0	0	0	0	0
Disciplinary Actions									
Weapons: carrying, possessing, etc	0	1	0	0	2	0	0	1	0
Drug Abuse Violations:	0	1	0	0	5	0	0	15	0
Liquor law violations	0	2	0	0	10	0	0	15	1
Totals	0	4	0	0	17	0	0	31	1

* Includes school-sponsored housing

** Public Property includes the 5-10 floors of 5250 Lankershim, North Hollywood, CA

and the outdoor property surrounded by Lankershim, Weddington, Blakeslee, the alleyway between the a joining property, the parking lot and the walkway between the school and parking lot.

The Set and Industrial Design Shop at 11128 Magnolia, North Hollywood, CA 91601 and the outdoor property surrounded by Magnolia, Hartsok, Vineland and Lankershim.

Note: Local Police statistics are not included in the criminal offenses listed above as they were requested, but per our request, The Los Angeles Police Department's Information Technology Division is unable to query the Department's statistical database for individual crimes or arrests. You may contact the Los Angeles Police Department, North Hollywood Division, 11640 Burbank Blvd., North Hollywood, CA 91601 and Jamison Properties Inc., 5450 Wilshire Blvd., Los Angeles, CA 90036, for security reports from January 1, 2010 to December 31, 2010.



CRISIS MANAGEMENT MANUAL

CRISIS MANAGEMENT MANUAL

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SCHOOL CLOSING PROCEDURES

The Art Institute of California - Hollywood may determine in the interest of staff, faculty and students to close the school for the following reasons:

- Terrorist Attack (In any part of the country)
- Other National Emergencies
- Bomb Threat in the Plaza Vicinity
- Earthquake
- Fire
- Violence in the Plaza Area
- Dangerously Inclement Weather
- Transportation Strikes
- Demonstrations (planned/unplanned)

Procedure

During School Hours:

- **Immediately contact EC and/or Key Managers:**
- **EC members** will meet to assess potential danger either in person or by phone. If key personnel are not available in person, contact them by phone using the numbers listed on page 5. If you cannot reach one, contact the next person on the list. Do not leave a message as your only point of contact.
- Students and faculty, if in the building, will be notified by the appropriate staff (EC/Key Managers) as to the situation and decision to close the school.
- Students, staff and faculty with special needs (inability to get home, other) will be counseled regarding options that may be possible.
- EC and Key Managers will contact staff and faculty regarding initial closing information with them being advised to check that phone message or school website after a predetermined time using the school's call tree list.
- Student Affairs / Security will place signs on the doors indicating that the school has been closed.
- The President (or designee) will contact the local media with school closing information.
- Student Affairs personnel will contact the Housing and International Students regarding the school closing.

Outside School Hours (weekends, holidays):

EC members will contact each other via telephone to assess potential danger. EC members are to be contacted using the numbers on page 5. If you cannot reach one, contact the next person on the list.

Once established that the school is going to be closed, or open with limited services, the following steps are to be taken.

- If the school is closing, the IT-Campus Technology Manager (or designee) will **immediately** contact the EDMC Call Center (412-995-7123) to report the closing circumstances. The EDMC Call Center will redirect calls to their location and notify all appropriate departments in CS.
- The **Senior Director of Admissions** is to ensure the campus location/s voicemail greetings will be modified to deliver the appropriate information. (see instructions below and sample on page 62)
- The **Regional Public Relations Manager** (or designee) will change the message on the school website pop-up screen to report specific school status and ensure updates as needed (see sample on page 62)

Media Contact #'s

Radio

- KFI-AM 640	818-566-6397 (tel.)	818-729-2514 (fax)
- KFWB-AM 980	323-900-2098 (tel.)	323-930-8729 (fax)
- KNX-AM 1070	323-460-3343 (tel.)	323-460-3275 (fax)
- KPCC-FM 89.3	626-585-7000 (tel.)	626-585-7916 (fax)

TV

- KCBS-TV	323-460-2299 (tel.)	323-460-3733 (fax)
- KNBC-TV	818-840-4321 (tel.)	818-840-3535 (fax)
- KABC-TV	818-863-7500 (tel.)	818-863-7080 (fax)
- KTLA-TV	323-460-5501 (tel.)	323-460-5333 (fax)
- KMEX-TV	310-348-3495 (tel.)	310-348-3493 (fax)
- KCET-TV	323-953-5386 (tel.)	323-953-5363 (fax)
- KVEA-TV	818-260-5712 (tel.)	818-260-5730 (fax)

Newspaper

- LA Times	213-237-5000 (tel.)
- LA Times (Valley)	818-772-3200 (tel.)

Key Manager Contact List

<u>Name</u>	<u>Cell</u>
Adis Ceballos	818-521-8431
AJ Antun	818-468-6736
Aleta Campbell	323-333-6857
Bill Kilby	619-212-2772
David Edens	626-676-0100
Gary LaVasser	323-829-4144
Gabe Jones	310-384-5411
Jeanne Chang	626-376-5075
John Judy	619-306-9650
Josh Wilkinson	310-531-6567
Karen Nowak	323-632-3491
Kyle Brown	512.431.7891
Liz Kok	310-804-7286
Lorena Lopez	818-426-7635
Lori Hammond	818-720-1855
Martin Shumaker	213-500-7804
Melissa Huen	626-643-4020
Michelle Estrellado	310-633-0908
Nichole Dwyer	916-316-8831
Peter Argo	310-383-3330
Peter Sandoval	323-371-2376
Sandra Park	818-245-2700
Sarah Peck	619-252-5911
Terry Bailey	818-679-4743

GENERAL CRISIS RESPONSE GUIDELINES

Do not hesitate to call 911 in matters of life and death or if you are uncertain about the severity of a situation.

Security should be contacted (ext. 5195) concerning all safety and safety-related issues as soon as possible.

The nature of an incident will determine which The Art Institute of California - Hollywood employees respond. This may include the President, the Executive Committee, or the Safety Team. Others will be called upon as the situation dictates.

The President and Regional Public Relations Manager are the only ones to have contact with the media regarding crisis incidents. Ensure that the receptionist is made aware of an incident so that all inquiries by media should be directed to the President and/or the Regional Public Relations & Communications Specialists. Students should be advised not to talk to the media.

In most cases, Incident Report Forms (page 46) should be completed and filed. Copies are filed with the Dean of Student Affairs.

EMERGENCY PHONE NUMBERS

Fire/Medical/Police	911
Property Management	818-763-7163
Main Building Security	818-763-4068
Cal OSHA	213-576-7451
Police non-emergency	877-275-5273

Executive Committee Extensions

President	AJ Antun	x 5250
Dean of Academic Affairs	Karen Nowak	x 5271
Director of Human Resources	Peter Argo	x 5245
Dean of Student Affairs	Michelle Estrellado	x 5225
Senior Director of Admissions	Melissa Huen	x 5115
Director of Career Services	Bill Kilby	x 5215
Director of Admin. & Financial Services	Martin Shumaker	x 5210

If the Executive Committee needs to be notified of a crisis after regular business hours, contact your Department Director who, in turn, will contact his/her corresponding Executive Committee member.

Contact or Exposure to Body Substances

CRISIS: Employee or student is exposed to blood, vomit or other potentially infectious substances. Employee or student has accidental exposure to blood, vomit and other potentially infectious substances either by non-intact skin or mucous membrane contact or by accidental skin punctures or lacerations from potentially contaminated instruments.

CRISIS MANAGEMENT OUTLINE:

Universal precautions will be observed by all The Art Institute of California - Hollywood 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 precautions is that all blood and the defined body fluids are considered to be infectious.

- Follow medical emergency procedures as necessary. This may include calling 911 (**alert Security <ext. 5195> to direct responders**) or taking the person to a hospital or clinic.
- If incident is not life threatening, wash hands and any other skin contacted with soap and water, or flush mucous membranes with water immediately or as soon as feasible following contact of such body areas with blood or other potentially infectious materials.
- Latex glove use is required with 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.
- Blood and body substance spills are to be promptly cleaned up by gloved personnel using a bleach solution or a hazard material clean kit available in the 2nd floor kitchen.
- Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately or as soon as feasible.
- Call Day Porter to dispose of bloody gauze, gloves and clean-up materials in a plastic bag and tie the bag securely. Dispose of all contaminated items in a hazardous waste container located near the first-aid kits.
- Sharp items should be considered as potentially infected and be handled with extraordinary care to prevent accidental injuries.
- Call Day Porter for removal and disposal in a "sharps container". Hypodermic needles should be handled carefully with tongs and gloved hands.
- An Incident Report Form (page 46) should be completed, if appropriate.

Bomb Threat

CRISIS: A bomb threat is called into the school or a possible bomb is located on the premises.

CRISIS MANAGEMENT OUTLINE:

Bomb Threat Received by Telephone (see page 67-70)

1. All bomb threats should be taken seriously.
2. The person receiving the phone call should 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.
3. Listen to the caller and ask the following questions:
 - ◆ “Where is the bomb located?”
 - ◆ “When will it explode?”
 - ◆ “What does the bomb look like?” (construction materials, size, shape, color etc.)
 - ◆ “What kind is it?”
 - ◆ “What will make it go off and when?”
 - ◆ “Why are you doing this?”
 - ◆ “Who are you?”
4. Listen for any characteristic that could describe the caller’s voice (age, sex, accent, etc.), mannerisms, and emotional state. Also listen for background noise (traffic, music, other voices, etc.)
5. Once the phone call ends, immediately call 911 (**alert Security <ext. 5195> to direct responders**). 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 bomb, time it is set to explode, time you received the call, etc.
6. Contact the President. In the President’s absence or if unable to reach the President, contact the Regional Public Relations Manager.
7. The President (or designee) will contact Security (ext. 5195) and/or the Building Manager at 818-926-5739, other Executive Committee members.
8. Inform your supervisor or department director of the situation.
9. Campus authorities will make a decision regarding building evacuation.
10. If instructed to evacuate, do not use the fire alarm system as it could set off a bomb. Key personnel will go to classrooms and offices and notify people to evacuate. Follow regular evacuation procedures.

11. If evacuated, no one is allowed back into the building until the authorities have deemed the property safe.
12. The President and/or the Regional Public Relations Manager will develop the "public" statement in consultation with the Executive Committee.
13. An Incident Report Form will be written and filed by the person receiving the bomb threat and/or the Facilities Manager.

Suspicious Package Observed

1. If you spot a suspicious object, package, etc. report it to the Facilities Manager and/or Security. Under no circumstances should you touch or move it in any way.
2. Evacuate the building. Security will cordon-off the immediate area around the package.
3. If the owner of the package or object cannot be located, follow steps 5 through 13 from above.
4. Wait for the trained police squad to examine and dispose of the package.
5. An incident form (page 46) should be filled out by the person who spotted the package.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Hostage

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).

During the crisis

- 911 should be called by the first person aware of the incident. (**alert Security <ext. 5195> to direct responders**)
- The President (or designee) should be notified immediately. The President (or designee) will notify the Executive Committee and the Regional Public Relations Manager.
- The police will determine the course of action to take to ensure safety of those in the vicinity of the incident. If evacuation is necessary, no one is allowed back into the building until the police authorize it.
- All communications with the authorities will be made by the President and/or the Regional Public Relations Manager. This person will wait by the building entrance to meet and guide the emergency personnel.
- The President will identify key personnel to assist with any authorities' directives. This may include Security, Executive Committee members, and department directors.
- The President (or designee) will provide a copy of the floor plans of the building (see pages 54-57) to the police.
- If the situation involves an assailant on the grounds, key personnel will contact classrooms and offices and discreetly alert instructors and staff of the situation and have them lock all doors to prevent entry. Instructors should encourage students to move away from side lights.
- The President (or his designee) will instruct the front desk receptionists on how to respond to phone calls regarding the situation.
- The President and/or the Regional Public Relations Manager will handle all media inquiries. Staff, faculty and students will be instructed not to talk with the media.

Once the immediate crisis is resolved

- For those indirectly affected by the incident: dismissal 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 an EC member and given time to talk prior to dismissal. The emergency services/counselors can arrange for the teams using the directions on Appendix M (page 71).
- If injuries and/or deaths are involved:
 - A. Family members of all casualty victims are notified as soon as possible. The Regional Public Relations Manager will coordinate this communication.
 - B. Follow procedures under “ Medical Emergency” (pages 43-44) and/or “Death of a Student/Employee” (pages 20-21)
- The President and/or the Regional Public Relations Manager will set up a phone line providing information to those calling for information.
- An Incident Report Form (page 46) will be completed and filed.
- Corporate Human Resources, Corporate Public Relations and Corporate Legal Counsel will be advised of the situation.
- Faculty and staff will be advised by the counselors 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.

Long-term

- Periodic mandatory debriefing meetings with those directly affected by the incident by outside resources.
- Continued identification of high-risk students and referrals to Counselors.
- Ongoing instructions for students and employees who will be giving testimony or depositions.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Physical Assault

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

CRISIS MANAGEMENT PLAN:

- If the assault is witnessed, do not attempt to interfere or apprehend the assailant.
- The person assaulted or who knows of the incident contacts Security directly or by going to the reception desk, Student Affairs or Human Resources. 911 should be called immediately if the situation is dangerous or escalating. (**alert Security <ext. 5195> to direct responders**)
- 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.
- If the alleged perpetrator is a student, the Dean of Student Affairs should be informed immediately for further investigation and disciplinary action.
- A "Public" statement will be developed by the President and/or the Regional Public Relations Manager in consultation with the Executive Committee.

Long Term/Preventative:

- Ongoing awareness of the school's policies on physical assault as well as awareness of the school environment.
- Early intervention and referral to Counselors, Education, etc. of students displaying inappropriate behaviors for conflict resolution and anger issues.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Sexual Assault

CRISIS: A sexual assault occurs on campus.

CRISIS MANAGEMENT OUTLINE:

- If an assault is witnessed, do not attempt to interfere or apprehend the assailant. Call 911 immediately.
- The person assaulted or who knows of the incident contacts Security directly or by going to the reception desk, Student Affairs or Human Resources. 911 should be called immediately if it is a serious assault. (**alert Security <ext. 5195> to direct responders**)
- Human Resources or Student Affairs will gather information, notify the President and complete an Incident Report Form (page 46).
- Campus authorities can assist a student in reporting violations at the student's request.
- If the alleged perpetrator is a student, the Dean of Student Affairs should be notified immediately for further investigation and disciplinary action.
- Counselors are available to assist and to provide counseling, emotional support, and referrals to local hospitals, crisis programs, and sexual assault programs.
- Depending on the nature and the circumstances of the incident, the Regional Public Relations Manager, with input from the Executive Committee may prepare a statement.

Long Term/Preventative

- Ongoing training on sexual assault awareness, prevention, and procedures for staff, faculty, and students.
- Awareness/educational programs to promote awareness and prevention of rape and other sex offenses.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911: 911
IT Tech Support: 5180
Security Desk: 5195

Theft

CRISIS: Personal items are taken from a classroom or office on school property.

CRISIS MANAGEMENT OUTLINE:

- As soon as a theft is discovered on campus and the item is not located in Lost and Found report it to the Security desk on the first floor.
- If the victim chooses, he or she is encouraged to file a report with the Los Angeles Police Department at 877-275-5273.
- The victim should complete an Incident Report Form (page 46) and file it with the Student Affairs department.
- The victim will check back at the Lost and Found location. If the item is found, the victim will notify Security desk on the first floor.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

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).

- 911 should be called by the first person aware of the incident. (**alert Security <ext. 5195> to direct responders**)
- The President (or designee) must be notified immediately. The President (or designee) will notify the Executive Committee.
- The police will determine the course of action to take to ensure safety of those in the vicinity of the incident. If evacuation is necessary, no one else is allowed back into the building until the police authorize it.
- The President acts as The Art Institute of California - Hollywood liaison. All communications with the authorities will be made through this person. This person will wait by the building entrance to meet and guide the emergency personnel.
- The liaison will identify key personnel to assist with any authorities' directives. This may include Executive Committee members, and Department Directors.
- The President (or designee) will provide a copy of the floor plan of the building (pages 54-57) to the Police.
- If the situation involves an assailant on the grounds, key personnel will contact classrooms and offices and discreetly alert instructors and staff of the situation and have them lock all doors to prevent entry. Instructors should encourage students to move away from door side windows.
- The President (or his designee) will instruct the front desk receptionists on how to respond to phone calls regarding the situation.
- The President (or his designee) will handle all media inquiries. Staff, faculty and students will be instructed not to talk with the media.

Once the immediate crisis is resolved

- For those indirectly affected by the incident: dismissal 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 an EC Member and given time to talk prior to dismissal. The emergency services personnel and/or the counselors can arrange for the teams (see Appendix M, page 71).
- If injuries and/ or deaths are involved:
 - A. Family members of all casualty victims are notified as soon as possible. The Regional Public Relations Manager will coordinate this communication.
 - B. Follow procedures under “Medical Emergency” (pages 43-44) and/or “Death of a Student/Employee.” (pages 20-21)
- The Regional Public Relations Manager will coordinate the set up of a phone line providing information to those calling for information.
- An Incident Report Form (page 46) should be completed and filed, including names of all witnesses.
- Corporate Human Resources, Corporate Public Relations and Corporate Legal Counsel advised of the situation.
- Faculty and staff will be advised by the counselors 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.

Long-term

- Periodic mandatory debriefing meetings with those directly affected by the incident by outside resources.
- Continued identification of high-risk students and referrals to counseling services.
- Provide ongoing instructions for students and employees who will be giving testimony or dispositions.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Weapon on Campus

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

CRISIS MANAGEMENT OUTLINE:

Cautionary note: Any situation involving a weapon is potentially dangerous. It is important to assess the individual's mental status before and during confrontation and proceed with caution. **If in doubt, call 911. (alert Security <ext. 5195> to direct responders)**

Non-threatening situation

Possession of weapon is noted, perhaps seen in a person's pocket.

- The individual aware of the weapon possession reports the situation to his or her Executive Committee member.
- The Executive Committee member will consult with the Dean of Student Affairs or the Dean of Academic Affairs and make a determination regarding who, in addition to Security, should confront the individual with the weapon. The police may be called if the situation seems appropriate.
- If the individual is a student or employee, s/he will be approached 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.
- If the individual declines to remove the weapon from the premises, 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 the appropriate department director if an employee. If the individual was here visiting students or employees, their host will be subject to disciplinary review by the Dean of Student Affairs or their department director.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Threatening situation

A weapon is shown in a menacing manner on campus.

Caution: Do not attempt to apprehend or interfere with the person with the weapon.

During Crisis

- Attempt to retreat discreetly and assist others to do so likewise.
- As soon as is safely possible, **call Security (ext. 5195) and 911**. Provide them with your name, location, and information about the situation including type of weapon, physical description and mental state of person with weapon.
- Notify your Executive Committee member of the situation, who will then notify the President and other members as needed.
- 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.
- All communications with the authorities should be through a designated liaison determined by the President and/or the Regional Public Relations Manager. All media communications will be through the President and/or the Regional Public Relations Manager.

Once the immediate crisis is resolved

- Counselors should be contacted to assist those involved in the incident as needed.
- If injuries or death result, follow the procedures under “Medical Emergency” (pages 43-44) and “Death of a Student/Employee.” (pages 20-21)
- An Incident Report Form (page 46) should be completed, including the names of all witnesses.
- Follow-up disciplinary action will be taken by the Dean of Student Affairs if a student, and by the appropriate department director if an employee. The President and/or the Regional Public Relations Manager will prepare a “public” statement.
- If appropriate, the Corporate Office, Corporate Public Relations and Legal Counsel should be advised of the situation.

Death of an Employee

CRISIS: An Art Institute of California - Hollywood employee dies.

CRISIS MANAGEMENT OUTLINE:

- Person aware of employee's death immediately notifies appropriate department director who will notify the corresponding Executive Committee member.
- The Executive Committee member notifies the Director of Human Resources and the President.
- The Human Resources office sends flowers or "in lieu of" to the family.
- The President and/or the Regional Public Relations Manager, in conjunction with the Director of Human Resources, immediately prepares memo to faculty and staff regarding employee's death. Depending upon the circumstances, a public statement may also be prepared. (see sample on page 62)
- If the deceased was a faculty member, the department director attends each of the classes taught to notify students of the instructor's death. A counselor should accompany the department director.
- The employee's department director deactivates the voicemail and email of the deceased. Confidential/sensitive information is removed from the office/locker and any personal items that could upset the family are removed prior to the family picking up belongings.
- Either the department director of the deceased or the Director of Human Resources should remove company property from the employee's home.
- 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.
- The employee's supervisor, Regional Public Relations Manager and Director of Human Resources determine the appropriateness of a campus memorial service.
- Counselors are made available for counseling staff and employees.
- If the death is sudden, unexpected, the result of violence or suicide, group debriefings may be warranted. Counselors can make arrangements for these meetings.

Death of a Student at School

CRISIS: An Art Institute of California - Hollywood student dies.

CRISIS MANAGEMENT OUTLINE:

- Notify the President immediately who, in turn, will notify the remaining Executive Committee members.
- Verify that the deceased student has been properly identified.
- Verify notification of family.
 - If it is not possible to notify the family in person, notify the hometown police and clergy before telephoning the family. If time permits, ask the family physician or clergy if there is any medical problem within the family that would be reason to withhold or delay notification until a physician is nearby.
 - 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 in a short time to answer questions and learn of the travel and other arrangements made by the family.
- The President and/or the Regional Public Relations Manager should handle all contact with the media.
- If there is a student with an identical name, The Art Institute of California - Hollywood should ask the student to call his/her relatives so they will not be alarmed by a news release.
- The President and/or the Regional Public Relations Manager to develop a “public” statement and give copies to each of the Executive Committee members. (see sample on page 62)
- Notify the student’s Academic Department Director and instructors, the Registrar, Directors of Student Financial Services, Accounting, and the Student Support Coordinator(s).
- If the deceased is an international student, notify the International Student Advisor and follow the international student guidelines for notification and repatriation.
- Designate staff and oversee the collection and packing of all personal belongings. If necessary, The Art Institute of California - Hollywood should cover the cost of shipment of the personal belongings.
- Oversee the paperwork and paper flow involved in notifying all campus officials that might send information to the student’s home address. Officially withdraw the deceased student from the institution, notifying the student’s instructors, arranging for appropriate refund of tuition and fees, and drafting a letter of sympathy for the President to sign.

Death of a Student - continued

- The Regional Public Relations Manager will determine who will be responsible for serving as host to the family while on campus.
- The Regional Public Relations Manager will consider the appropriateness of a campus memorial service.
- The Regional Public Relations Manager will provide explanations to the family of (a) any local or state ordinance 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 - Hollywood will cover; (e) institutional policy concerning posthumous degrees.
- Continue to target and monitor potential risk.
- Do a series of “check backs” with the family of the deceased over the next 18 months.

Purposely Left Blank

Death of a Student's Family Member

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

CRISIS MANAGEMENT OUTLINE:

Phone call

If a phone call with information about a family member's death, or impending death, is made to the school:

- Forward the call immediately to Dean of Student Affairs.
- The Dean of Student Affairs will get information about the family member from the caller.
- The Dean of Student Affairs will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The Dean of Student Affairs will provide emotional assistance to the student as needed. The counselor may also assist the student with arrangements for getting home.
- The Dean of Student Affairs will notify the student's Academic Department Director.

In-person notification

If a family member comes to the school to notify a student of the death, or impending death, of a family member:

- Arrange for the notification to occur in a private office. Ask the family member if having a counselor available is desired. If so, contact a student support coordinator to meet with the student/family.
- Notify the appropriate Academic Department Director of the situation.
- The counselor or department director may assist the student with emotional and academic support.

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 school and return at a later date.
- If the student has established a relationship with the International Student Advisor, that person may be the person who notifies the student of the family member's death.

Death of a Student's Family Member - continued

- 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 counselors, to friends, and to community resources that may be of help.

Overdose

CRISIS: The person is having medical complications due to an overdose of substances either legal or illegal.

CRISIS MANAGEMENT OUTLINE:

- Anyone observing a drug overdose should call 911 for immediate medical assistance. Provide the operator with address, phone number, what drug was taken, how much, how long ago, and symptoms. (**alert Security <ext. 5195> to direct responders**)
- Follow the procedures for “Medical Emergency.” (pages 43-44)
- Those observing the situation should complete an Incident Report (page 46) to be turned in to the Dean of Student Affairs for follow-up if a student or Director of Human Resources if an employee.
- The Dean of Student Affairs will take disciplinary action if the incident involves a student, or the appropriate department director and Director of Human Resources will initiate action if an employee.
- A “public” statement will be developed by the President and/or the Regional Public Relations Manager, in consultation with the Executive Committee.

Long Term/Preventative

- Ongoing training for staff, faculty, Housing staff and students on The Art Institute of California - Hollywood’s Drug-Free environment policy and how to handle situations or consequences for infractions.
- Ongoing awareness programs on substance abuse issues particular among college students. (see resources on pages 51-52)

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Under the Influence

CRISIS: A person is acting under the influence of alcohol or a controlled substance or impaired while on school property.

CRISIS MANAGEMENT OUTLINE:

- 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.
- If the nature of the impairment is unknown, an EC or KMT member should be contacted to determine the problem and to ensure the individual's well being.
- Someone impaired or acting under the obvious influence of substances should not be permitted to stay in the building. They should be asked to leave by the staff or faculty member observing the impairment. If the individual is cooperative but appears to be potentially dangerous to himself or her self or others due to the impairment, contact a student support coordinator. They will call someone (family, roommate, friend, etc.) to escort the person home. If no one is available, or if the individual is uncooperative, contact the police.
- The witnessing staff or faculty member will complete an Incident Report Form (page 47) in as much detail as possible and submit copies to their department director and to the Dean of Student Affairs if the impaired is a student. The department director and/or the Dean of Student Affairs will determine who else needs to be involved to handle the problem based upon the nature of the situation.
- The Dean of Student Affairs will take disciplinary action if the incident involves a student. If an employee is involved, the appropriate department director and Human resources Director will take action.
- Counselors may be utilized in appropriate situations for counseling and/or referrals (see Appendix M, page 71).

Long Term/Preventative

- Ongoing training for staff, faculty, Housing staff and students on The Art Institute of California - Hollywood's Drug-Free environment policy and how to handle situations or consequences for infractions.
- Ongoing awareness programs on substance abuse issues particular among college students. (see resources on pages 51-52)

Earthquake Disaster Plan

CRISIS: Since The Art Institute of California - Hollywood is located in a major earthquake zone, it is probable that the area may be subject to ground shaking from an earthquake, ranging from 3 to 7 on the Richter scale. It is conceivable that The Art Institute of California - Hollywood could experience an earthquake that would force displacement of residents for a period of time as well as students, faculty, and staff. Below is a contingency plan in the event of an earthquake disaster.

CRISIS MANAGEMENT OUTLINE:

During the Earthquake

According to the California Governor's Office of Emergency Services the best practice in the event of an earthquake is to stay where you are until the aftershocks have subsided. Most people who are injured during these events have moved more than 10 feet during the shaking or who are caught up in panic evacuation.

Members of the school's Safety Team can be identified by the orange vests they will be wearing. Follow their instructions.

- If indoors at the school, **stay there. Drop, cover and hold on.** Move only a few steps to a nearby safe place. Most people who are injured during an earthquake have moved further than ten feet during the shaking. **Do not use elevators. Do not rush** for the doors. **Move away** from display shelves containing objects that could fall. **Do not release students** until given direction to do so. **If advised to do so by the building management or a member of The Art Institute of California - Hollywood Safety Team**, make sure to evacuate your students and yourself in an orderly manner using the stairway.
- If you are in the **kitchen**, move away from the refrigerator, stove, and overhead cupboards.
- After the shock subsides, wait for instructions from building security or the Safety Team for further actions. If given the notice to evacuate, stay well clear of any structures or trees. Please keep in mind that severe aftershocks may result from a large earthquake. You should remain in the drop, cover and hold position until aftershocks have stopped.
- **If advised to do so by the building management or a member of The Art Institute of California - Hollywood Safety Team**, proceed calmly to exits. Choose your exits carefully if possible. Follow emergency evacuation procedures. **Do not use elevators.**
- Once you have left the building, proceed to the intersection of (insert new location).
- **Do not re-enter** the building until advised to do so.

After the Earthquake (0-48 hours)

- The Art Institute of California - Hollywood Safety Team members and other designated personnel will communicate to people to remain where they are, keep calm, and shout only if necessary. The Safety Team will determine when it is safe to leave a duck and cover position, and will communicate that as quickly and efficiently as possible.
- Follow steps outlined in “Emergency Evacuation Contingency” (pages 30-31) when evacuation or relocation of people is necessary.
- Announcements will also contain information such as blocked or damaged stairways or any elevators, and to remain calm if the electricity goes out or if a fire alarm sounds.
- Designated representatives will check on students with physical disabilities to confirm their safety.
- If injuries are reported, attempt to contact emergency services (911). If phone service is interrupted, immediately contact those with CPR/First Aid training to assist the injured parties.
- Designated Safety Team members will check for safety - gas, water, sewage breaks; check for downed electric lines and shorts; turn off appropriate utilities; check for building damage and potential safety problems during aftershocks.
- Building maintenance will block off dangerous spills.
- People should turn on radios and listen for instructions from public safety agencies.
- Don't use the telephone except for emergencies.
- Using media statements prepared by the President and/or the Regional Public Relations Manager. The President will also provide information to parents on the relocation sites for students and answer any questions.

After the Crisis (48+ Hours)

- Use email and voicemail for announcing programs that help ease emotional distress.
- Continue public service related programs for two weeks following the earthquake using campus and off campus media.
- Provide counseling services for those students/faculty/staff who may have lost a friend or a significant other and/or utilize bereavement services arranged by the counselors.
- The President or Executive Committee representative will hold an All School Meeting as soon as possible to thank everyone, give accurate information, get suggestions, reassure everyone, and provide the next steps.

Portable Auto Survival Kit

We spend a lot of time in our cars. A survival kit in the car (and another in our office) will give us the ability to get along until we are able to return home.

Car Mobile Survival Kit

- Nylon carrying bag
- Bottled water
- Non-perishable food
- Can opener
- Transistor radio & extra batteries
- Flashlight & extra batteries
- First aid kit
- Essential medication
- Blanket, sleeping bags, space blanket
- Pre-moistened wipes
- Small tool kit
- Matches and/or lighter
- Walking shoes and extra socks
- Change of clothes
- Cash (small denominations & coins)

Portable Office Survival Kit

Assume an earthquake happens and you have to walk home or stay at your downtown location for 12 to 24 hours. A few well chosen items that you have available at the office could make a significant difference to your well being. Following are some suggested items for you to keep at the office.

Office Survival Kit

- Nylon carrying bag
- Non-perishable food (candy bars, dried fruit, jerky, cookies, crackers, etc.)
- Essential medication
- Pre-moistened wipes
- Walking shoes and extra socks
- Toiletries/personal hygiene items.
- Change of clothes
- Cash (small denominations & coins)

More information regarding earthquake preparedness is available from the Los Angeles Fire department website at <http://www.cityofla.org/lafd/eqindex.htm>

Emergency Evacuation Plan

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

CRISIS MANAGEMENT OUTLINE:

- Stay calm. Stop work immediately. Grab your valuables but do not pack up supplies or work in progress.
- Follow directions from nearest faculty or staff member for exiting your area. Exit building *using nearest stairwell only*.
- Physically challenged individuals are to wait at the top of the stairwell for authorized emergency personnel to assist them. A near-by staff or faculty person should wait with the individual(s) and instruct another employee to notify emergency personnel of their whereabouts.
- After exiting, immediately proceed to (insert new location). Do not re-enter the building until emergency personnel give the “All Clear” signal.
- Emergency evacuation routes are posted on every floor. Each floor has a designated Floor Warden to check that all offices, classrooms and restrooms are evacuated. They are in descending order of availability:

Fourth Floor

Floor Wardens: Director of Institutional Effectiveness & Academic Director (1)

Stairwell Monitors: Academic Directors (2)

Third Floor

Floor Wardens: Librarian & Director of Accounting

Stairwell Monitors: Director of Technology & General Accountant

Second Floor

Floor Wardens: Director Chef & Disability Coordinator

Stairwell Monitors: Day Porter & Desktop Analyst

First Floor

Floor Wardens: AiCAH Security & Director of Admissions

Stairwell Monitors: AiCAH Security & Director, SFS

Emergency Evacuation of Disabled

CRISIS: The crisis is such (fire, earthquake, explosion, etc.) that elevators are unavailable for disabled students, staff, faculty.

CRISIS MANAGEMENT OUTLINE:

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(s) above 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 for further instructions. The Fire Department will send fire fighters to assist you if evacuation is necessary.
- 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 the disabled person down the stairs unless conditions in the stairwell become threatening. If conditions deteriorate, the assistants can then carry the disabled person down the stairs to safer areas.

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 vertical blinds erratically.
- If smoke or fire enters your area, call 911 to report your location. Stay low to the floor to breathe the best air.
- Do not open or break windows. Often smoke from the outside of the building can enter through open windows and will hamper rescue efforts below.

Emergency Contingencies: Relocation

CRISIS: The crisis is such (fire damage, explosion, earthquake, no power, etc.) that students, staff and faculty cannot return to the campus building following evacuation.

CRISIS MANAGEMENT OUTLINE:

Short-term (0-48 hours)

- If there are injuries, immediately call 911 in order to transport injured parties to local hospital via ambulances and other emergency vehicles. First-aid trained employees may provide some first aid on-site. The President (or his designee) will maintain a list of students and employees transported from the site by emergency personnel.
- The Regional Public Relations Manager will establish an Information Center on-site where information can be gathered and dispersed. Under the President, the center will be staffed by department directors and if needed, Student Affairs staff. If additional support is needed, employee volunteers will be used.
- Create and distribute an information sheet with instruction to students and employees regarding what they need to do in the immediate future (i.e. stay in the area until additional instructions are received, check in with the information, go home, etc.). This is to be determined by the President and/or the Regional Public Relations Manager.
- Depending on the condition of the building, set up a "Retrieval Unit" which would allow a controlled number of evacuees to gain entrance to the building and be escorted to their classrooms/offices in order to retrieve their belongings. This unit would be staffed by the Safety Team.
- Make phones available to enable evacuees to call home/family.
- The police or fire department may close down access to the building with the exception of emergency personnel. In this event, security will be asked to restrict access to the damaged building in order to protect any salvageable property.

If the emergency is such that evacuees cannot get home

- If emergency services (fire, police) responded to the crisis, they may provide resources for emergency needs, including contacting the Red Cross (310-445-9900). If needed, call the LAPD non-emergency line (877-275-5273) for additional resources.
- Student Services and department directors 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 hotels/motels. Ask those who live within walking distance to provide temporary housing for those who cannot get home immediately.

- For those evacuees who cannot get home, they should report to the Information Center. The following information must be provided from them: name, SSN, home address/phone, emergency contact name and phone number, and temporary housing solution.
- Establish a voicemail box/information line with updates and information.
- All media inquiries should be directed to the President and/or the Regional Public Relations Manager.
- The President and EC will determine if the school will be closed on a long-term basis or if classes can be held in other academic locations.
- If closed on a long-term basis, the EC, working with CS, will contact local community colleges/universities and property management companies in order to establish alternative space.

Long-term (48+ hours)

- Work with the property management company to contact contractors and/or architects, as the conditions dictate, to determine the extent of structural damage.
- Plan remodeling, renovation, or destruction and rebuilding as conditions dictate.
- Follow established corporate procedures to complete plans.
- Have prepared statements and updates available.

Fire

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

CRISIS MANAGEMENT OUTLINE:

- Upon discovering a fire, close the door to the room where the fire is located.
- Use your best judgment and if the fire is smaller than a pie plate, you may wish to fight it with a fire extinguisher or a building fire hose.
- If the fire is large, very smoky, or rapidly spreading, immediately sound the building fire alarm by pulling down on the fire pull. 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.
- **Call 911 and Security (ext. 5195)** give your name, telephone number, and location of the fire.
- 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.
- Notify either safety personnel or fire fighters on the scene if you suspect someone may be trapped inside the building.
- **If advised to do so by the building management or a member of The Art Institute of California - Hollywood Safety Team**, proceed calmly to exits. Choose your exits carefully if possible. Follow emergency evacuation procedures. **Do not use elevators.**
- **After exiting, immediately proceed to the refuge areas are down Lankershim by the Academy Drive or down Weddington to the 2nd garage entrance/exit location. You want to be far from the building to allow emergency personnel into the building to perform necessary operations.**

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Harassment: Racial/Sexual/Other

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

CRISIS MANAGEMENT OUTLINE:

- Employees or students aware of the incident of harassment **must contact** the Dean of Student Affairs (or designee) and/or the Director of Human Resources with as much information about the incident as possible. Recipients of harassment should be encouraged to file a formal complaint. Irrespective of the individual's wish to file a formal complaint, the harassment incident **must be** reported.
- The Dean of Student Affairs and the Director of Human Resources consult to determine who will conduct the formal investigation.
- The Dean of Student Affairs initiates a preliminary investigation and has student(s) complete an Incident Report Form.
- Depending on the nature of the incident, the Dean of Student Affairs may notify the Executive Committee regarding the incident.
- The Dean of Student Affairs 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. Academic Affairs, parents, counselors or the International Student Advisor).
- Students involved in the incident will be subject to disciplinary action as deemed appropriate by the Dean of Student Affairs (or designee).
- Depending on the nature and circumstances of the incident, a statement will be prepared by the Dean of Student Affairs with input from the Executive Committee.

Long Term /Preventative

- The Director of Human Resources and/or counselors conduct educational workshops focusing on prevention and implications of harassment/discrimination.

Hazardous Materials Leaks/Spills

CRISIS: A gas cylinder or other chemical container spills or begins leaking, and these materials present a clear danger to occupants of the premises.

CRISIS MANAGEMENT OUTLINE:

- Confine the fumes or fire by shutting the room door.
- Suspected gas leaks or suspicious odors should be reported to Security (ext. 5195), or call 911. Give your name, department, and location of the emergency.
- If evacuation is necessary, sound the building fire alarm.
- Evacuate the building according to the Emergency Evacuation Plan. (pages 30-33)
- Do not re-enter the building until instructed to do so.

Classroom Telephones

We have arranged for quick dial button assignments for our classroom phones. Each phone is pre-programmed for the following numbers:

Emergency 911:	911
IT Tech Support:	5180
Security Desk:	5195

Fall of Foreign Government/War

CRISIS: A foreign government that declares war against other countries, that is invaded by an aggressor country, or that is overthrown by its own people may create difficult situations for its citizens who are temporarily studying abroad.

CRISIS MANAGEMENT OUTLINE:

- The International Student Advisor will contact the student's Consulate and the U.S. Immigration and Naturalization Service, if possible, to determine student options for returning home or remaining in the U.S.
- The International Student Advisor will contact students who are directly affected by this event to ask about their concerns, to answer questions and to determine if they are safe (i.e., Are others directing negative sentiments at these students?).
- The International Student Advisor will find out financial impact on students, if any, and notify the Dean of Student Affairs. Students may need assistance (food, lodging, tuition, work permission, etc.) until the situation stabilizes. The Dean of Student Affairs will work with the Executive Committee to determine level of support and assistance.
- The International Student Advisor and counselors may set meetings with students to review what is happening and how they are impacted. Relay information to the Dean of Student Affairs and the President.
- The International Student Advisor will inform the President of students attending The Art Institute of California - Hollywood from the affected countries in case the media contacts the school or school officials wish to talk with students regarding the situation.

Natural Disaster in a Foreign Country

CRISIS: Natural disasters in the home country of an Art Institute of California - Hollywood international student(s) can be defined as the city, town or community that has been altered or damaged to the point where it severely impacts the student's family, finances, or ability to stay and study in the U.S. Examples include widespread flooding, earthquake, major fire, tropical storm, etc.

CRISIS MANAGEMENT OUTLINE:

- The International Student Advisor will contact all students from the country experiencing the disaster by mail/phone to find out if they are impacted.
- The International Student Advisor will hold a campus-wide meeting with students from that country if large numbers of students are impacted.
- The International Student Advisor will determine financial impact on students, if any, and report that to the Dean of Student Affairs.
- The Dean of Student Affairs will work with the Executive Committee to determine the level of support and assistance.
- The International Student Advisor will work with the Dean of Student Affairs to make international news reports by radio or TV, phone calls, faxes and email available to students as needed.
- The International Student Advisor will advise students to contact their consulate for additional information, services, or news reports.
- Inquiries from the media will be handled by the President and/or the Regional Public Relations Manager.
- Optional: Organize students to actively help out country members (donations, etc.).

Natural Disaster in the United States

CRISIS: Natural disasters in the United States can be defined as the city, town or community that has been altered or damaged to the point where it severely impacts the family, finances, or ability to continue at school. Examples include widespread flooding, earthquake, major fire, tropical storm, terrorist attack etc.

CRISIS MANAGEMENT OUTLINE:

- The Dean of Student Affairs (or designee) will contact all students at the school by mail/phone to find out if they are impacted.
- The Dean of Student Affairs (or designee) will hold a campus-wide meeting with students.
- The Dean of Student Affairs will work with the Executive Committee to determine the level of support and assistance.
- The Regional Public Relations Manager to make news reports by radio or TV, phone calls, faxes and email available to students as needed.
- Inquiries from the media will be handled by the President and/or the Regional Public Relations Manager.

Optional: Organize students to actively help (donations, etc.)

Elevator Breakdown

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

CRISIS MANAGEMENT OUTLINE:

- The people trapped should use the emergency phone located inside the elevator to direct-dial to the repair service.
- Individuals aware of the situation should immediately inform Security (ext. 5195) and the Building Manager (818-926-5739). The Building Manager will immediately contact the elevator repair service to ensure someone is sent immediately.

Elevator Cable Breakage

CRISIS: An elevator cable breaks and the elevator car, with people inside, drops down before the emergency break catches the car.

CRISIS MANAGEMENT OUTLINE:

Short Term (0-48 hours)

- Call the Los Angeles Police/Emergency Services (911) notifying them of the situation immediately (**alert Security <ext. 5195> to direct responders**). The Building Manager should also be notified immediately. An administrator should go to the floor where the elevator has stopped and tell the people to use the emergency phone inside the elevator which immediately connects with the elevator repair emergency service. The representative will assure the trapped individuals that help is on the way and to remain calm. Staff will keep the area clear so emergency personnel can come and go as necessary.
- The Building Manager will call the elevator repair service immediately. Ensure they are responding, and then inform the Executive Committee of the situation. The remaining elevator should be keyed off or shut down.
- The Safety Team will attempt to keep people calm in the lobby and other common areas of the building. They will also re-route traffic as needed.
- The President will inform staff/faculty not to talk to any media representatives. When injuries are involved, the Dean of Student Affairs will help facilitate communication with the family.
- Repairs are made to the damaged elevator car.
- The President and/or the Regional Public Relations Manager will prepare a statement for the public and for The Art Institute of California - Hollywood internal communication.
- Review all elevator work orders from the past year to see what problems occurred with the elevator. The elevator repair service will determine when the elevator will be operable again.
- The facility does not need to be evacuated.

Long Term (48+ Hours)

- Staff will review elevator cable breakage procedures to determine any necessary modifications of disaster 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:

- Notify the Building Manager (818-763-7163) if s/he is not onsite, Main Building Security (818-763-4068), and AiCAH Security (ext. 5195).
- The Safety Team will check if anyone is trapped in the elevators.
- The designated individuals above will determine whether this is a building-related or city-related outage.
- The Safety Team will alert the Executive Committee once the power outage time frame has been determined. The President, in consultation with the Executive Committee, will determine whether or not to close the school.
- The internal school phone system will be suspended in the event of a power outage. A supply of flashlights will be dispensed to the Safety Team. They will remain in hallways to help direct people in the building. They may elect to have everyone meet at one area of the floor in order to move everyone down the stairwell as a group.
- Students will be asked to limit their movement and be cautioned not to use open element sources of light (i.e. lighters, matches, etc).
- The Art Institute of California - Hollywood personnel will check on all disabled, ill, or injured students who might require special assistance.
- It may be determined to evacuate the building. The President and/or the Regional Public Relations Manager will determine a communications plan.
- Notification will be made when power is restored.

Medical Emergency

CRISIS: Employee or student experiences a serious or life-threatening injury or illness on campus or in school-sponsored housing complex.

CRISIS MANAGEMENT OUTLINE:

Evaluate the situation to determine the gravity.

For extremely serious or life-threatening

- Emergency assistance will be provided for any of the following reasons: heart attack symptoms; loss of consciousness; convulsions; acute shortness of breath; apparent or suspected broken bones; severe cuts, bruises, or heavy bleeding from any cause; severe dizziness or disorientation; choking.
- The employee detecting the need for medical assistance should call or assign someone to call 911 from the nearest phone (**alert Security <ext. 5195> to direct responders**). Try to have the following information about the victim when making the call: sex, age, general type of injury, location 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.
- If the person needing assistance is a student, the Dean of Student Affairs should be notified immediately in order to obtain any medical history data or emergency notification information provided to The Art Institute of California - Hollywood by the student.
- The employee aware of the medical emergency situation should notify his or her department director or any Executive Committee member.
- Do not move the person if there appears to be a head, neck or back injury, if s/he is unable to walk or is unconscious, or if the injury is due to a fall. If the person needing assistance cannot or should not be moved, employees should seek, whenever possible, to move other people out of the area or re-rout traffic, as appropriate. Keep the person calm and as comfortable as you can.
- Stay with the person needing assistance until the medics arrive. Only trained and designated The Art Institute of California - Hollywood personnel should administer medical assistance to persons on The Art Institute of California - Hollywood property. All employees should follow the procedures for "Body Substances" if blood, vomit, or other bodily fluids are involved. (page 7)
- If needed, contact parent, guardian or partner of student, or partner/relative of employee.

Medical Emergency - continued

- Personal property left behind that belongs to the injured or ill person should be secured by the instructor or staff member assisting and taken to the Lost and Found area at the Security desk on the ground floor.
- The The Art Institute of California - Hollywood employee initiating the emergency medical treatment request will complete an Incident Report Form (page 46) and will include all pertinent information and names of witnesses. The employee should submit the report to the Dean of Student Affairs (if student) or Human Resources (if employee) within 24 hours of the incident.
- The President should be notified of situation.

Serious situations but not life-threatening

- If the person can be moved, carefully assist them to a private space.
- Only trained and designated The Art Institute of California - Hollywood personnel should administer medical assistance to persons on The Art Institute of California - Hollywood property. All employees should follow procedures for "Exposure to Body Substances" precautions if blood, vomit or other bodily fluids are involved (page 8).
- Determine if the injured person needs to be transported in an ambulance. If not, check to see if there is a friend or family member who can transport the injured person for medical assistance. If not, call a taxi. If the ill or injured person is an employee, the Director of Human Resources will provide vouchers; students need to pay for the taxi themselves or access the emergency loan funds from Student Accounting.
- Depending on the person's medical insurance, send them to the appropriate emergency room or acute care clinic. Call the clinic/ER to notify them of what type of situation is coming.
- The Art Institute of California - Hollywood employee assisting the injured party will complete an Incident Report Form (page 46) and include all pertinent information and names of witnesses. The employee should submit the report to the Dean of Student Affairs (if student) or Human Resources (if employee) within 24 hours of the incident

For Disaster-Related Injuries to Several Employees or Students

- Immediately call 911 and note:
 - a) The approximate number with serious injuries who will need on-site treatment beyond the abilities of first-aid trained personnel and
 - b) The approximate number with serious injuries who will need transportation to hospital or emergency relief center.
 - c) Alert Security (ext. 5195) to direct responders

APPENDIX

Appendix A

INCIDENT REPORT FORM

Person Involved: _____ Date: _____

Name: _____

Current Address: _____

Home Telephone: _____ email: _____

Department/Program: _____ Job Title/Occupation: _____

Date, Time and Location of Incident:

Description of the Incident (including nature of incident, name, address, telephone number of all persons involved and any witnesses):

Description of injuries and treatment (include name & address hospital or doctor seen), if any:

Police or others notified (identify persons by agency, name, and time of notification) , if any:

Signature of Preparer: _____ Date: _____

Signature of person involved in incident: _____

Return to: *Human Resources Director*

Appendix B

Back-up Coverage

CRISIS: The Admin Server crashes.

OWNER: The Campus Technology Manager

CRISIS MANAGEMENT OUTLINE:

Determine if Admin server hardware is in good condition. If so use CS provided software to recover server and server image. If hardware is not working, contact CS to replace.

Currently all Admin data is backed up incrementally Monday through Thursday and a full back up is run every Friday. These tapes would be used to restore data.

Appendix C

CRISIS MANAGEMENT INFORMATION: CRISIS ASSESSMENT FORM FOR CRISIS MANAGEMENT TEAM INTERVENTION SERVICES

Date of Incident: _____

1. Is this incident highly stressful for those involved? Yes ___ No ___
2. Did the incident happen in the workplace? Yes ___ No ___
3. Was anyone killed? Yes ___ No ___
4. How many employees were killed? _____
5. How many students were killed? _____
6. How many others were killed? _____
7. Was anyone badly injured? Yes ___ No ___
8. How many employees were badly injured? _____
9. How many students were badly injured? _____
10. How many others were badly injured? _____
11. Is there a continuing threat to life? Yes ___ No ___
12. Is there a continuing threat to security or safety? Yes ___ No ___
13. Have there been any other recent crisis events of traumatic situations involving your employees, students, or organizations? Yes ___ No ___
If yes, briefly explain _____
14. How many persons witnessed the event? _____
15. Is there blame towards management or signs of outrage? Yes ___ No ___

Assessment: If you answered “yes” to number 1, and also answered positively to ANY of questions 2-7, follow your organization’s protocol to immediately mobilize a Crisis Management Team.

Keep this form in front of you, as many of these questions will need to be discussed when the CM Team is mobilized.

If professional intervention is indicated, it is most effective is provided within 12-72 hours post-incident. It is important to use an experienced crisis mental health specialist.

Appendix C - continued

**CRISIS MANAGEMENT INFORMATION:
INDIVIDUAL CRISIS INFORMATION FORM**

INSTRUCTIONS:

Please fill out the complete form (use back if needed).

This form will provide important information for helping you and also for assisting others. Please sign form and let us know how we can reach you.

1. Were you injured in any way? If yes, explain _____

2. How were you involved in the incident? (Were you directly involved? How long were you at the scene? Do you have friends who were casualties?) _____

3. What are your needs or concerns now?

4. Who are you most concerned about now?

5. Why? _____

6. List others you are concerned about. Provide details:

7. What would you like to communicate to the school Administrators? _____

8. Would you like to speak to a counselor? Yes _____ No _____

9. Where can you be reached the in the next 48 hours _____

Name _____ Phone _____

Address _____

Other Comments:

UNDERSTANDING TRAUMATIC STRESS REACTIONS: A HANDOUT FOR EMPLOYEES AND FAMILY MEMBERS

- You, or someone you care about, have been closely involved with a traumatic event. As a result, you may be having stress reactions. These reactions and feelings are normal.
- Traumatic stress reactions may be mild or they may be strong. But, they are normal—others who were affected are having stress reactions too.

“What are the common stress reactions?”

- You may be feeling tired or exhausted. You may have headaches. It might be hard for you to sleep and you may have bad dreams or nightmares. You may not feel hungry at all.
- You may feel confused or have trouble concentrating. Some other reactions are feeling afraid, feeling nervous, or helpless. Feeling sad or depressed is normal, too. You may keep thinking about the event over and over, even when you don't want to.

“When Will I Feel These Things, and How Long Will They Last?”

- They may begin soon after the traumatic event. As time passes (several days or weeks) the stress reactions will get weaker and weaker, and your stress reactions will happen less and less often.
- The time it takes to heal completely will vary. Much like the flu, your stress reactions to the event must run their course. Just remember that the reactions are normal and they will ease in time.

“What Can I Do to Feel Better?”

- Time will help. Talking things out will help. Talk it out with loved ones, co-workers, friends, clergy, or a counselor—anyone who cares and is a good listener.
- Let the stress reactions “flow:” through you. Fighting against them will only increase the stress. Remember, stress is normal after a traumatic event.
- Eat healthy food, take relaxing walks, get plenty of rest, and remember to keep talking it out with people who care.

“What If I Begin to Feel Worse”

If your reactions get worse, it doesn't mean that you are weak or going “crazy”. It just means that the event was so strong that it pushed you beyond your normal coping ability. If things do get worse, talk with someone at your facility about getting some professional help.

Appendix D

CALL 911 if there is any emergency that involves immediate threat to persons or property.
Police (non-emergency) (877) 275-5273

Medical Services:

Animal bite reporting	(877) 747-2243
Communicable disease reporting	(213) 989-7161
Food poisoning	(626) 430-5200
LA Emergency Medical Services	(213) 890-7500
LA Public Health Services	(323) 769-7800
Los Angeles Free Clinic	(323) 653-1990
LAC-USC Medical Center Counseling	(323) 226-2622
Los Angeles County USC Regional Poison Center	(800) 825-2722 (213) 222-3212

Counseling:

Gay and Lesbian Center	(323) 653-1990
Suicide Prevention	(800) SUICIDE
1736 Family Crisis Center	(323) 737-3900
Asian Pacific Counseling & Treatment Center	(213) 252-2100
Downtown Mental Health Center	(213) 430-6700

Rape/Violence:

LA Commission on Assaults Against Women	(213) 955-9090
Child Abuse Hotline	(800) 422-4453
National Domestic Violence Hotline	(800) 799-7233
Rosa Parks Sexual Assault Crisis Center	(213) 295-HOPE
Center for the Pacific/Asian Family	(800) 339-3940

Drug/Alcohol Abuse:

LA Alcoholics Anonymous	(323) 936-4343
LA Cocaine Anonymous	(310) 216-4444
LA Narcotics Anonymous	(323) 721-5504
BHS Hollywood Family Recovery Center	(323) 461-3161
Asian-American Drug Abuse Program	(323) 295-0262
LA Public Health Alcohol & Drug Programs Hotline	(800) 273-TALK (8255)

HIV/AIDS:

California AIDS Hotline	(800) 367-2437
AIDS Hotline	(800) 922-2437
AIDS Project Los Angeles	(323) 993-1600

Mental Health related numbers:

LA County Dept. of Mental Health	(800) 854-7771 (24/7 hotline)
L.A. Suicide Prevention	(877) 727-4747
Dept. of Children and Family Services (Century Office)	(310) 648-6808

Useful websites

General Emergency Preparedness

American Red Cross: http://www.redcross.org/services/disaster/0,1082,0_319_00.html

Federal Emergency Management Agency <http://www.fema.gov/hazard/index.shtm>

Earthquake

United States Geological Survey <http://earthquake.usgs.gov/hazards/prepare.html>

(<http://earthquake.usgs.gov/hazards/prepare.html>)

Winter Weather/Floods

National Weather Service <http://www.nws.noaa.gov/om/severeweather/index.shtml> **and**

www.nws.noaa.gov/om/severeweather/index.shtml

Fire

California Department of Forestry and Fire Protection

<http://www.cdf.ca.gov/Education/FireSafety.asp>

Health

LA County Department of Children and Family Services <http://dcfs.co.la.ca.us/health/index.html>

Suicide Prevention Center <http://www.suicidepreventioncenter.org/>

LA County Public Health Alcohol and Drug Administration <http://www.lapublichealth.org/adpa/>

Employee Assistance & Wellness Program <http://www.wellnesscorp.com/>

PUBLIC EMERGENCY SERVICES

Police Department:

Los Angeles Police Department

11640 Burbank Blvd, North Hollywood, CA 91601

(818) 623-4016

Fire Department:

Burbank Fire Department

311 E Orange Grove Ave, Burbank, CA

(818) 238-3473

Los Angeles Fire Department

3111 Cahuenga Blvd W, Los Angeles, CA

(213) 485-6276

Appendix E

First Aid Kits

First Aid Kits are available on the 1st, 2nd, 3rd, and 4th floors of the school. These first aid kits are designed for minor injuries. More severe injuries and illness, which require examination by a trained medical professional, are not to be treated through the first aid kit. No medicines, even non-prescription should be dispensed to students. The library cabinet is not to be stocked with medication.

First Aid Kit Locations:

1st Floor: Security desk and Mailroom and Kitchen

2nd Floor: Kitchen

3rd Floor: Print Service Center

4th Floor: Employee Lunchroom

Fire Extinguishers

1st Floor: Security desk, outside kitchen area, kitchen, and 3 extinguishers in the Admissions and Financial Aid area

2nd Floor: By the stairwell entrance on either side of the building, kitchen, plus two on the east and west walls

3rd Floor: By the stairwell entrance on either side of the building plus two on the east and west walls

4th Floor: By the stairwell entrances on either side of the building plus at the rear door exit.

Fire Alarms

1st Floor: At the elevator banks and at 3 locations by the front doors of the building

2nd Floor: At the elevator banks and at the stairwell entrance on either side of the building

3rd Floor: At the elevator banks and at the stairwell entrance on either side of the building

4th Floor: At the elevator banks and the stairwell entrance of the building

Appendix G - Consulates

Argentina

5055 Wilshire Blvd., Ste 210
Los Angeles, CA 90036
Tel: (323) 954-9155
Fax: (323) 934-9076

Australia

Century Plaza Towers – 9th floor
2049 Century Park East
Century City, CA 90067
Tel: (310) 229-4800
Fax: (310) 277-5746

Austria

11859 Wilshire Blvd., Ste 501
Los Angeles, CA 90025
Tel: (310) 444-9310
Fax: (310) 477-9897

Canada

550 South Hope, 9th floor
Los Angeles, CA 90071
Tel: (213) 346-2700
Fax: (213) 346-2767

China

500 Shatto Place
Los Angeles, CA 90020
Tel : (213) 807-8088
Fax :(213) 380-1961

Denmark

10877 Wilshire Blvd., Ste. 1402
Los Angeles California 90024
Tel. (310) 481-0391
Fax (310) 481-0390

Finland

1081 Century Park East, Ste. 2100
Century City, CA 90067
Tel: (310) 203-9903
Fax: (310) 203-9186

France

10990 Wilshire Blvd., Ste. 300
Los Angeles California 90024
Tel. (310) 235-3200

Germany

6222 Wilshire Blvd., Ste 500
Los Angeles, CA 90048
Tel: (323) 930-2703
Fax: (323) 930-2805

Greece

12424 Wilshire Blvd., Ste 800
Los Angeles, CA 90025
Tel: (310) 826-5555
Fax: (310) 826-8670

Guatemala

1625 West Olympic Blvd., Ste 1000
Los Angeles, CA 90015
Tel: (213) 365-9251
Fax: (213) 365-9245

Indonesia

3457 Wilshire Blvd.,
Los Angeles, CA 90010
Tel: (213) 383-5126
Fax: (213) 487-3971

Italy

12400 Wilshire Blvd., Ste 300
Los Angeles, CA 90025
Tel: (310) 820-0622
Fax: (310) 820-0727

Japan

350 South Grand Ave, Suite 1700
Los Angeles, California 90071
Tel: (213) 617-6700
Fax (213) 617-6727

Israel

6380 Wilshire Blvd., Ste 1700
Los Angeles, CA 90048
Tel: (310) 852-5500

Mexico

2101 West 6th Street
Los Angeles, CA 90057
Tel: (213) 351-6800
Fax: (213) 383-7306

Netherlands

11766 Wilshire Blvd., Ste 1150
Los Angeles, CA 90025
Tel: (310) 268-1598
Fax: (310) 312-0989

New Zealand

2425 Olympic Blvd., Ste 600
Santa Monica, CA 90404
Tel: (310) 566-6555
Fax: (310) 566-6556

Philippines

3600 Wilshire Blvd., Ste. 500
Los Angeles, CA 90010
Tel: (213) 639-0980

Poland

12400 Wilshire Blvd., Ste 555
Los Angeles, CA 90025
Tel: (310) 442-8500

South Africa

6300 Wilshire Blvd., Ste 600
Los Angeles, CA 90048
Tel: (323) 651-0902
Fax: (323) 651-5969

South Korea

3243 Wilshire Blvd.,
Los Angeles, CA 90010
Tel: (213) 385-9300
Fax: (213) 385-1849

Spain

5055 Wilshire Blvd., Ste 960
Los Angeles, CA 90036
Tel: (323) 938-0158
Fax: (323) 938-2502

Sweden

10940 Wilshire Blvd., Ste 700
Los Angeles, CA 90024
Tel: (310) 473-3350
Fax: (310) 473-2229

Switzerland

11766 Wilshire Blvd., Ste 1400
Los Angeles, CA 90024
Tel: (310) 575-1145
Fax: (310) 575-1982

Thailand

611 North Larchmont Blvd., 2nd floor
Los Angeles, CA 90004
Tel: (323) 962-9574

United Kingdom

11766 Wilshire Blvd., Ste 1200
Los Angeles, CA 90025
Tel: (310) 481-0031
Fax: (310) 481-2960

Appendix H

Local Hospitals and Clinics

<u>Providence St. Joseph Medical Center</u> 501 South Buena Vista Street, Burbank, CA	(3.14)	(818) 847-3435
<u>Burbank Emergency Medical Group</u> 501 S Buena Vista St, Burbank, CA	(3.14)	(818) 847-4055
<u>Hollywood Community Hospital</u> 6245 De Longpre Avenue, Los Angeles, CA	(3.96)	(323) 462-2271
<u>Sherman Oaks Hospital & Health</u> 4929 Van Nuys Blvd, Sherman Oaks	(4.13)	(818) 981-7111
<u>Hollywood Sunset Free Clinic</u> 1240 N. Mission Rd., Los Angeles, CA 90033	(10.51)	(323) 660-2400
<u>Premier Physician Network</u> – <i>Workers Comp. Clinic</i> 11631 Victory Blvd., Ste. 101, North Hollywood, CA 91606		(818) 509-3587

Appendix I

Accommodations

Holiday Inn Universal Studios-Hollywood
4222 Vineland Avenue North Hollywood, CA

877-410-6681

Comfort Inn & Suites Near Universal Studios
6147 Lankershim Blvd., North Hollywood, CA

818-769-6600

Comfort Suites
6147 Lankershim Blvd, North Hollywood, CA

818-769-5232

Travelodge-Burbank
1112 N Hollywood Way, Burbank, CA

818-845-2408

Best Western Mikado Hotel
12600 Riverside Dr, N Hollywood (Los Angeles Area), CA

800-780-7234

Marriott-La Burbank Airport
2500 N Hollywood Way, Burbank, CA

818-843-6000

Appendix J

Sample Announcements (Death)

STUDENT ANNOUNCEMENT

Please be advised that one of our students, **(name)**, passed away on **(date)**. **(Name)** was a student in the (program of study). Should you feel the need to speak with a professional counselor who can assist you during this time, please contact Dean of Student Affairs, on the 7th floor. A formal announcement will be made at a later with information regarding a memorial service.

EMPLOYEE DEATH

It is with great sorrow that we inform you of the passing of **(Name)**. **(Name)** had been a(n) **(type of work)** at The Art Institute of California - Hollywood for the past **(#)** years. Memorial services are yet to be determined. Peter Argo, Director of Human Resources, will make further information available as it is received. Our sympathies are extended to **(Name's)** family at this extremely sad time.

PRE-RECORDED EMERGENCY GREETING

Due to recent events we have had to close our school temporarily. Details about the status of our campus and the opening of our school for regular classes can be found on The Art Institute of California - Hollywood website located at <http://www.artinstitutes.edu/hollywood/>

OPTIONAL EMERGENCY GREETING

Due to **(type of event)** we have had to close our school temporarily. The campus will be closed until **(day/date of expected opening)**. Details about the status of our campus and the opening of our school for regular classes can also be found on The Art Institute of California - Hollywood website located at <http://www.artinstitutes.edu/hollywood/>

Appendix K

Student Death Checklist

Student Name:

Address:

Place of Death:

Cause of Death:

Identification of Student

Identified by:

Position/ Title of Identifier:

Date/Time of Identification:

Notification of Next of Kin

- If an International Student, refer to International Student Death

Next-of-Kin (**Parent**)

Mother

Father

Name:

Address:

City:

Telephone:

Home: _____ Other: _____

Date/Time Notified:

Student Death Checklist - continued

Next-of-Kin (**Spouse or Other**)

Name:

Address:

City:

Telephone:

Date/Time Next-of-Kin notified:

Next-of-Kin notified by:

Position of THE ART INSTITUTE OF CALIFORNIA - HOLLYWOOD Contact:

Notification of The Art Institute of California - Hollywood/Community

Person receiving Notice:

Date:

President:

Director of Housing:

Roommates:

Student Death Checklist - continued

Notified by:

Resident Staff:

Boy/Girlfriend:

Special Interest:

Persons:

Int'l Student Advisor:

Corporate Legal Counsel (by President):

Executive Committee (by President):

Chairman of the Board of Trustees:

Current Instructors:

Program:

Quarter:

Year:

Registrar:

Appendix L

Bomb Threat Checklist

CRISIS: A bomb threat is called into the campus

CRISIS MANAGEMENT OUTLINE:

Cautionary note: Do not use "walkie-talkie" type radios during a bomb threat in the event there is a bomb on campus; hand-held radios can detonate electronic devices and may set the bomb off.

Threatening situation: A bomb is reported to be on campus.

- Individual first made aware of the bomb threat uses the bomb threat checklist and contacts 911.
- Individual first made aware of the bomb threat reports the situation to his or her Executive Committee member.
- The Executive Committee member will coordinate with the authorities. If it is necessary to evacuate the building, standard fire drill procedures should be followed.

Caution: Do not attempt to locate or interfere with any device that may be a bomb.

During Crisis:

- Attempt to use the bomb threat checklist below.
- Immediately call 9-1-1. 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 bomb, time it is set to explode, time you receive the call, etc.
- 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 AICAH Security at ext. 5195 and/or the Building Manager at 818-763-7163, and the Main Building Security at 818-763-4068, other Executive Committee members.
- The President, or designee, will make a decision regarding building evacuation.

Once the immediate crisis is resolved:

- If injuries or death result, follow the procedures under “Medical Emergency” and “Death of a Student/Employee”.
- Incident Report Form completed, including the names of all witnesses.
- If appropriate, the Corporate Office and Legal Counsel should be advised of the situation.

Suspicious Package Observed:

- If you spot a suspicious object, package, etc. report it to Security. Under no circumstances should you touch or move it in any way.
- Evacuate and Security will cordon-off the immediate area around the package.
- If the owner of the package or object can not be located, follow steps 5 through 15.
- Wait for trained police squad to examine and dispose of device.

BOMB THREAT TELEPHONE CHECKLIST

Instructions: Be Calm. Be Courteous. Listen. Do not interrupt the caller. Try to get another person's attention so that they can contact Security.

NAME OF PERSON RECEIVING CALL

(Your Name): _____

PHONE NUMBER CALL RECEIVED ON

(Your Number): _____

TIME and DATE: _____

CALLER DATA (Check all boxes that apply)

Sex: Male Female

Age: Adult Juvenile Approximate age: _____

Call Origin: Local Long Distance Booth Internal

VOICE CHARACTERISTICS

Loud

Soft

Deep

High Pitch

Intoxicated

Other

SPEECH

Fast

Slow

Distinct

Distorted

Slurred

Lisp

Other

LANGUAGE

Excellent

Good

Fair

Poor

Foul

Other:

ACCENT

Local

Foreign

Regional:

MANNER

Calm

Angry

Rational

Irrational

Coherent

Incoherent

Deliberate

Emotional

Righteous

Laughing

Party

BACKGROUND NOISES

Machines

Train

Confusion

Animals

Music

Quiet

Office

Voices

Mixed

Airplanes

Buses/Cars/Trucks

GENERAL PROCEDURES:

1. Pretend difficulty with hearing.
2. Keep caller talking if possible.
3. Ask questions:

When will it go off? Hour: _____ Time Remaining: _____

What does it look like? _____

Where is it located? Building: _____ Area: _____

What kind of bomb is it? _____

Where are you now? _____

How do you know so much about this bomb? _____

What is your name and address? _____

4. Was the caller familiar with the bomb location? Write out the message in its entirety along with any other comments on the back of this form.

Appendix M

Technology/Network Recovery Plan

Technology/Network Recovery Plan

The nature of the incident will determine which plan will go into effect. This may include loss of a classroom lab; loss of the classroom network; loss of the administrative network; loss of the classroom and administrative network due to water damage; and loss of facilities due to fire, bomb, or weather related disaster.

Minor Interruption or Minimal Outage

- EDMC CS will restore the Administrative server (if needed) remotely from centralized backups. Timeframe to be determined by CS.
- The Art Institute of California - Hollywood technical staff can restore the classroom server from an Altiris disk image backup, and individual machines will be restored from Altiris disk images within 24-48 hours.
- In the event of a severe virus attack, AiCAH could restore all systems in 24-48 hours.

Loss of a Classroom Lab

1. Contact the AiCAH Technical Staff.
2. Staff would assess the situation to determine the nature of the damage.
3. AiCAH Technical Staff would open a work order with the EDMC Call Center.
 - a. If the issue were software, the classroom would be re-imaged from a master image on the Altiris server. It is estimated that a lab could be completely reset within 24 hours.
 - b. If the issue were hardware, the AiCAH Registrar will relocate all classes scheduled for this lab. Replacement hardware would be ordered (upon budgetary approval) and installed by in-house staff or designated service vendor upon arrival. If necessary, software would be loaded by the AiCAH Technical Staff. It is estimated that hardware replacement could occur within 24 hours of the receipt of the hardware.
 - c. If the issue were network connectivity, the AiCAH Technical Staff would assess the situation in coordination with EDMC CS to determine what type of repairs would be needed. The timeframe will be determined upon severity of connectivity issue.
 - d. If the connectivity issue were hardware related, the AiCAH Technical Staff would order the replacement part and temporarily patch cable.
 - e. If the connectivity issue were cable related, the AiCAH Technical Staff would contact ASD or (Appropriate Resource) for the repair. It is estimated that for severe situations, ASD could be onsite within 24 to 48 hours.

Loss of Classroom Network

1. Contact the AiCAH Technical Staff.
2. Staff would assess the situation to determine the nature of the damage.
3. AiCAH Technical Staff would open a work order with the EDMC Call Center.
 - a. If the issue were software, the AiCAH Technical Staff would restore the server from a master image on the Altiris server. It is estimated that server restoration could occur within 24 hours.
 - b. If the issue were hardware, the AiCAH Technical Staff would determine nature of the damage, and effect repairs through component replacement or service vendor. It is estimated that upon receipt of the hardware, network restoration could occur within 24 hours.
 - c. If the issue were network connectivity, the AiCAH Technical Staff would assess the situation to determine what type of repairs would be needed.
4. If connectivity issue were hardware related, the AiCAH Technical Staff would order the replacement part and temporarily patch cable.
5. If the connectivity issue were cable related, the AiCAH Technical Staff would contact ASD for the repair. It is estimated that ASD could be onsite within 24 to 48 hours.
 - a. If the issue were hacker interference, the AiCAH Technical Staff would begin investigating the attack under the guidance of EDMC CS Staff. CS would be notified immediately.

Loss of Administrative Network

1. Contact the AiCAH Technical Staff.
2. Staff would determine course of action.
3. AiCAH Technical Staff would open a work order with the EDMC Call Center.
 - a. If the administrative network were down, CS Technical Staff would be contacted for assistance.
 - b. If the issue is network hardware, CS will determine nature of problem and effect repairs.
 - c. If the issue is network wiring, the CS will contact ASD to affect repairs.
 - d. If the issue is extended (considered more than three days) CS in conjunction with AiCAH Technical Staff and EC will determine the course of action.

Loss of Classroom and Administrative Networks Due to Water Damage

1. Contact the Executive Committee, AiCAH Technical Staff, and Central Services.
2. The AiCAH Technical Staff and Central Services would assess the extent of the equipment loss and telecommunications loss. Vendors such as ASD, NEC, AT&T, Bell South, and service vendors would be called in to initiate temporary and/or permanent repairs.
3. CS would be provided an inventory list of standing equipment and replacement needs for orders to be placed.

4. The AiCAH Technical Staff and CS would restore basic networking services and servers with the assistance of any necessary vendors.
5. The AiCAH Technical Staff and onsite CS Staff would begin reinstalling saved equipment and installing new equipment in the following order:
 - a. Critical administrative departments:
 - 1) Admissions
 - 2) AFS/SFS
 - 3) Executive Committee
 - 4) Registrar
 - 5) Academic Records
 - 6) General Classroom Labs
 - 7) Specialty Labs
 - 8) Non-Critical administrative departments.

It is estimated that equipment and networks could be functioning within 96 hours upon the receipt of the necessary hardware.

Loss of Facilities due to Fire, Bomb, or Weather Related Disasters

1. Contact the Executive Committee, Key Management Team, AiCAH Technical Staff, and Central Services. EC would notify proper local authorities.
2. Central Services and the EC would determine needs and provide a temporary facility.
3. The AiCAH Technical Staff and onsite Central Services would assess the facilities and begin to call in vendors to provide telecommunications and basic WAN connectivity.
4. The AiCAH Technical Staff and onsite Central Services would begin installing equipment in the following order:
 - a. Critical Administrative departments would be brought back online with modems and analog lines in the following order:
 - 1) Admissions
 - 2) AFS/SFS
 - 3) Executive Committee
 - 4) Registrar
 - 5) Academic Records
 - Servers would be reloaded from CS centralized backup; switches and routers would be configured where required.
 - General classroom labs would be installed and loaded from master images.
 - Specialty Labs example: Photography, Video, and Culinary. Lab setups would be as follows:
 - Outline plans for rental facilities or other solution locally for each of these facilities.

Appendix N

EDMC Crisis Communication Process

Introduction

The following plan outlines a basic approach to crisis communication, containing options to consider when in the midst of a crisis. Implementing the plan in a specific situation will likely require adjusting the plan to suit the circumstance. As such, this plan is not intended to answer all questions or fill all needs.

This plan deals specifically with crisis communication, and coincides with EDMC's various safety and emergency plans. If any member of the EDMC community believes a crisis is pending or is under way, he/she should report it immediately to the campus President who can then take appropriate action.

A crisis is any situation that threatens the business activity, integrity or reputation of EDMC and/or its Schools. These situations may be caused by natural disaster, legal dispute, criminal activity, accident, or manmade disaster affecting the company. Communication during these periods will help to manage the crisis, minimize damage, inform the public (internal and external) and allow other campuses and locations to continue operating with minimal disruption.

Once enacted, the EDMC Crisis Communications Plan will supplement local-level communications plans.

Process for Communicating During a Crisis Situation

Each step in the following process is further explained in the sections that follow. Additional, helpful tools and resources are also contained in appendices.

- Notify local emergency response (9-1-1)
If necessitated by the crisis, immediately take steps to secure staff, faculty, students and school property
- Notify Campus President (if he/she is not on campus or already aware of the crisis)
It is the President's responsibility to notify his/her Group Vice-President and/or Education System Head
 - a. If the Campus President is unavailable, an pre-determined Executive Committee member will serve as primary contact person during the crisis
- Notify EDMC's Emergency Management Team (800 number to be provided)
 - a. Once contacted, the Emergency Management Team meets every 30 minutes (or as often as deemed appropriate) until situation is sufficiently resolved
- Activate Emergency Call Center
 - a. Emergency 800 number (to be provided)
 - b. Emergency voicemail box (scripting contained in Appendix IV)
- Emergency Management Team briefed by representatives at the incident scene (i.e. Campus President)
- Identify Spokesperson
 - a. Compile a list of key school contacts who may have knowledge of the crisis and/or valuable insight to lend to the situation (i.e. housing staff, security, facilities manager, faculty, etc.)
- Compile list of key media contacts
 - a. News room contact info for major, local daily newspaper/s
 - b. Phone number for the news desk of the major news-oriented radio stations
 - c. Phone number for the newsroom of the local television stations
- Develop key messages
- Update Web- or phone-based messages and/or scripting
- Respond/reach out to media

Notification – Emergency Response

When a crisis situation arises at the local level, the first step is to ensure the safety of employees and students. To ensure safety and swift response to an immediate threat, contact local emergency response units and appropriate governmental authorities.

Notification – Campus President

Campus Presidents (or appropriate designee) should be notified immediately and will evaluate the situation and determine whether the local crisis plan is adequate to respond to the event or if additional assistance is required.

Notification – EDMC’s Emergency Management Team

If additional assistance is needed, contact the EDMC Emergency Management Team through the Emergency Call Center 800 number [number to be provided]. The Emergency Management Team will work with local campus leaders to assess and implement the parts of the EDMC crisis plan most appropriate to deal with the situation.

The Emergency Management Team is comprised of key decision makers, including: Senior management at EDMC, the Vice President of Public Relations, the appropriate Education System Head, the appropriate Group Vice President, the Vice President of Security and Business Continuity, legal counsel, President of the affected campus and the communications professional for that campus (if available/applicable). The Emergency Management Team will determine if others need to be brought into the crisis management process.

Emergency Call Center Actions

The EDMC Emergency Call Center is the central point of information flow for a majority of audiences. The 800 number [number to be provided] is available to faculty, staff, students, parents, partners and the general public, and it provides the latest information regarding the status of the affected location. Local phone numbers of the affected locations will be rerouted if necessary to the Emergency Call Center,

When the Emergency Management team activates the Emergency Call Center, a series of automated menus and live responders will immediately be available to assist callers in quickly finding the latest available information regarding their area of concern. Scripts will be made available.

Upon the activation of the Emergency Call Center, the Emergency Web site will also “go live.” This site may be activated on a campus level/system level or an EDMC-wide level depending upon the nature of the emergency. Upon activation, it will be integrated into the appropriate home pages. The site contains the following information:

- The Emergency Call Center 800 number
- Information regarding the status of classes
- Information regarding the location of any evacuated personnel and/or students
- Information regarding the status of any evacuated personnel and/or students
- Contact information for any appropriate relief or aid organizations
- Official statements direction from EDMC corporate

Emergency Management Team – Situation Briefing

The Emergency Management Team will convene via teleconference as quickly as possible. At that time, the local-level team will brief the EDMC team regarding the situation and any communications action already underway.

This Team determines the most appropriate course of action vis-à-vis communications and divides the work accordingly.

Identify Spokesperson

The Emergency Management Team will designate a primary spokesperson to represent the company. This person will make official statements and answer media questions throughout the crisis. A back-up to the designated spokesperson should also be identified to fill the position in the event that the primary spokesperson is unavailable.

If necessary, in addition to the primary spokesperson and the backup spokesperson, individuals may be named to serve as experts or advisors. These experts may include representatives from functional areas at the local and/or corporate levels.

Criteria for the spokesperson, backup spokesperson and experts include:

- Comfortable in front of reporters/TV camera
- Skilled in delivering/staying on message
- Knowledgeable about the organization and the crisis
- Accessible to the media and to communications personnel who will facilitate media interviews
- Ability to remain calm in stressful situations.

It can be anticipated that other parties involved in the crisis (police, fire department, health officials, etc.), will also have a spokesperson. It is important to obtain the identity of those individuals as early as possible so all statements and contacts with the media can be coordinated with those organizations/interests whenever possible.

Compile List of Key Media Contacts

Newspapers, radio stations and television stations are tools for distributing messages to internal and external audiences.

Once the nature and location of the incident has been established, compile a list of the major news outlets in the immediate area. These outlets will receive official information from EDMC on a regular basis throughout the incident and from the location itself following the incident.

Develop Key Messages

After the Emergency Management Team is briefed on the current situation, an initial statement is drafted. The situation may require multiple statements for multiple audiences.

Statements should be:

- Factual, gathered from reliable sources and confirmed
- Sensitive to health and safety of EDMC employees, students and others
- Updated on a regular basis

- Clear in providing instruction and direction as necessary

Update Recorded Messages

As official statements are updated, recorded messages and Web-based information should also be updated.

Respond/Reach Out To Media

The nature of the situation may require media outreach and/or response. Messages developed and approved by the Emergency Management Team and delivered through the designated spokesperson may be distributed to the media in the most appropriate format (one-on-one, press conference, written statement, press release, e-mail).

The media can be a valuable tool in reaching key audiences (employees, students, parents, etc) and alerting them as to the status of students, the location and classes.

Once the crisis situation is declared concluded, ongoing media outreach will be coordinated on a local level with the assistance of CS-PR as required.

Appendix I

AUDIENCES

When working on a crisis, consider the following potential audiences (in alphabetical order) and the most effective method of communicating with each:

- Alumni
- Boards of directors
- Community (where campus is located and employees live, neighborhood coalitions, community organizations, Chambers of Commerce)
- Emergency response groups
- Employees
- Government: Local, state, regional, national, international (Canada)
- Landlords
- Legislative/regulatory
- Media: General, local national and international
- Parents
- Prospective students
- Students
- Vendors

Appendix II

MEDIA POLICIES AND PROCEDURES

Locations for interviews and press briefings will be decided by the Emergency Management Team.

Unless otherwise determined by the Emergency Management Team, media inquiries will be brought to VP of PR who will make the decisions regarding the method of communications, the appropriateness of media outreach and interviews, their frequency and their locations.

All media should be treated equally. What is given to one (such as access to an area affected by the crisis) should be available to all media.

Reporters may ask to speak to staff, faculty or students who are involved with or have been affected by the crisis. It is best to restrict all interviews to the primary spokesperson, back-up spokesperson or technical experts. However, if it is possible to provide the media with the access they desire, it should be carefully considered as media may decide to seek the interviews without EDMC consent.

Media Tips

- Executive and supervisory personnel who are not designated a spokespersons should be reminded not to discuss the situation and instruct their subordinates not to discuss the situation with anyone, especially the media
- All calls from the news media are to be referred directly to the VP of PR
- Be prepared
- Gather facts and communicate only what you know – *do not* speculate
- Practice questions and answers (as appropriate)
- Don't volunteer information unless it is a point the company wants to make and the question hasn't been asked
- Don't talk off the record
- Issue joint press releases with city and state officials, if necessary

Contact Log

Establish a log and record all telephone calls from the media (or other parties) inquiring about the crisis. This will help to ensure that required callbacks are not overlooked.

APPENDIX III

EMPLOYEE AND STUDENT COMMUNICATIONS

Historically, EDMC's focus has always been on students first. It is only natural that EDMC would take the initiative to communicate with students and employees during times of crisis.

Communicate Local Plans In Advance

Local-level emergency plans will spell out the when and where students should assemble in times of emergency. These locations should be publicized at the campus level in advance. Additionally, the establishment of official means of communications for employees and students (emergency numbers/call trees/text trees/official student life representatives who will deliver updates and messages) should also be pre-determined and publicized at the local level.

Some methods of publicity include:

- Location's Web site
- Fliers and posters in common areas
- Periodic mass e-mail reminders
- Voicemail broadcast (for employees)
- Faculty mentioning emergency procedures during classes
- Group meetings and open forums

Knowing where evacuated students or employees will be re-located in the event of a crisis will aid in updating them on when, if and how to report to work or class following the emergency.

The Campus Community

Students and/or faculty from out-of-the-area may not be familiar with some of the usual crises that occur in a given location. Periodically remind the community of emergency procedures and processes i.e. earthquakes, hurricanes etc.

APPENDIX IV

SAMPLE SCRIPTS

Following an incident, personnel manning phone lines and/or pushing content to an Emergency Website will issue the following statement (It will be updated as appropriate on an ongoing basis to reflect the latest developments):

“(**System/Location**) will be closed beginning (**DATE**) due to (**incident**). Classes are tentatively scheduled to resume on (**DATE**). We are monitoring the situation and will provide further updates as needed. Interested parties may check the Emergency Web site (**address to be provided**) or dial (**800 number to be provided**) for updates. Thank you.”

If necessary, voicemail boxes may be established to automate and facilitate the answering of calls. Sample scripts are below:

“Thank you for calling (system/location). This message was recorded on (**DATE**). Due to (**incident**), the school is closed today (**DATE**) and is scheduled to reopen on (**DATE**). You may tune into local television and radio stations for more details or visit our Web site at (**Emergency Web address to be provided**) for additional updates. Officials are currently evaluating the status of (**faculty/staff/students/campus facilities**). Please continue to check this voicemail for updates. If you’d like more information, please (**press button**).”

APPENDIX V

AFTERMATH

Evaluate

After the crisis, evaluate how well it was handled. Knowing what was done well and what could have been done better will only help refine the crisis communication plan and make it more effective in the future.

1. View/read media coverage - The best way to evaluate is to watch and read the media coverage of the crisis. Seeing how each of the campus' actions was covered by the press can help form future media strategies.
2. Debrief - The Emergency Management Team should convene after the crisis ends to evaluate every action taken and the crisis communication plan itself.
3. Test the plan - To ensure that the plan works and is kept up-to-date, it should be tested and evaluated annually.

Rumors may follow a crisis, further creating an atmosphere of anxiety. Take full advantage of email, Web page notices, information hotlines, bulletin boards, etc. to report facts as appropriate. Voice mail broadcasts to faculty/staff, students and others with voice mail accounts can also be arranged.

Make resources available to provide assistance to employees or students who have been negatively affected by the crisis. Arrange for counseling services or other resources to come to the campus to provide assistance.

Depending upon the nature of the crisis, services and assistance may have been rendered by agencies, companies and/or individuals external to the campus. Ensure that applicable follow-up information, as well as thank-you letters, is forwarded to appropriate persons

APPENDIX VI

PR Checklist

The following checklist describes possible actions to be considered by the local PR Team at the time of the incident:

- Obtain briefing from representatives at the incident scene (i.e. Campus President)
- Establish incident information center
- Develop procedures for the release of information to the media related to categories of information including:
 1. Assistance to victims of the incident (such as shelter and feeding locations or evacuation procedures)
 2. News releases to report on incident activities to the general public
- Seek additional PR staff assistance as needed (i.e. from CS or neighboring locations)
- Prepare an initial incident summary as soon as possible
- Brief the media representatives on procedures developed for the release of information (such as the means and location of releases).
- Release news to media as appropriate and post news releases, removing old postings with the updates
- Attend regular incident briefings and update information accordingly
- Respond to special requests for information within guidelines set forth by the Emergency Management Team

APPENDIX VII Crisis Communications Flow Chart

