

**The Art Institute of California – Inland Empire**  
**Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics**  
**Report**  
**October 1, 2011**

**I. INTRODUCTION**

The Art Institute of California – Inland Empire (The Art Institute) is providing the following information to all of its employees and students as part of The Art Institute's 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 Emam Elhout, President, at (909) 915-2116 or Evan Parry, Director of Residential Life & Housing at (909) 915-2113.

**II. CAMPUS SECURITY AND CRIME PREVENTION POLICY**

The Art Institute of California – Inland Empire's Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report is distributed to every student and employee on an annual basis and is available to prospective employees and students at their request. Copies are sent via e-mail to all employees and current students. A link to the report on the school's website is listed in the 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 Evan Parry, Director of Residential Life & Housing. Reports are kept in a secure location in the Student Affairs area. Names of victims or witnesses are not disclosed in the crime report. It is the policy of The Art Institute 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 The Art Institute facilities to Evan Parry, either in person or by calling (909) 915-2113. If the Director of Residential Life & Housing is not available, you may contact a member of the school's Executive Committee by calling (909) 915-2100 or the San Bernardino Police Department by dialing 911 or (909) 383-5311. To report emergencies or criminal acts occurring in school-sponsored housing between the hours of 8:00 AM and 7:00 PM Monday through Friday, students should also contact the Director of Residential Life & Housing, Evan Parry, at (909) 915-2113 or dial 911 to report a crime or emergency requiring an immediate response. To report emergencies or criminal acts occurring in school-sponsored housing between the hours of 7:00 PM and 8:00 AM during the week or any time on weekends, students should call 911 and then the Housing Duty Phone at (909) 289-3821.

All criminal activity is documented by the completion of an Incident Report and is reported to local police agencies and the Director of Residential Life & Housing. 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 San Bernardino Police (on campus incidents) or Riverside Police (school-sponsored housing) by dialing 911 and then notify the Director of Residential Life & Housing.

### **POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS**

All incidents are reported and documented on an Incident Report form, which is sent to Evan Parry, Director of Residential Life & Housing. Reports are kept in a secure location in the Student Affairs area. 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 Director of Residential Life & Housing.

### **SECURITY AND ACCESS TO THE ART INSTITUTE**

It is the policy of The Art Institute 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 The Art Institute policies and conduct codes. Students and employees are responsible for the conduct of their guests at all times. All persons entering the Art Institute of California – Inland Empire are required to provide photo identification and bags are subject to search.

### **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 quarterly. 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 – Inland Empire’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 a call to the main phone line at (909) 915-2100.

### **ACCESS TO ACADEMIC BUILDINGS**

Security personnel is located at the northeast unlocked entrance to the Student Lounge at The Art Institute's building (630 E. Brier Drive, San Bernardino, CA 92408). After hours, the building is protected with locked security doors and devices including cameras and proper procedures are followed to ensure limited access to secured areas. Exterior lighting is provided around the building, and parking areas, and shrubs and hedges are kept low for safety reasons. Suspicious persons are questioned and asked to leave.

### **SCHOOL-SPONSORED HOUSING**

School-sponsored housing complexes are gated communities with exterior lighting illuminating the grounds and parking lots. Security personnel are provided by the Grand Marc seven days a week on a nightly basis. All residential buildings have limited secured parking areas for students and residents.

In the event of a crime in progress, dial 9-1-1 to contact the Riverside Police Department. The phone number for contacting the police in non-emergency situations is (951) 787-7912. The nearest Riverside Police Department station is located in downtown Riverside at 4201 Orange Street, Riverside, CA 92501.

**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 security or any member of the Emergency Response Team or any member of the Technology Team immediately.

Every person in the building, including staff, faculty, students, visitors, and contractors where the fire alarm is sounding, regardless of known or suspected cause, is required to evacuate immediately. Persons evacuating must leave via the closest exit. Evacuation diagram is located near each door of every office and classroom. Any equipment that could cause a fire should be turned off before exiting if it can be done quickly and safely. All occupants will assemble at a safe distance from the building and await further instructions from fire and/or Emergency Directors that include Gilbert Hurtado (Director of Facilities and Technology) or Michele Ferren (Director of Human Resources), or one of the following if they are not present--Emam El-Hout (President) or other employees that include Larry Cohen (Dean of Academic Affairs), Evan Parry (Director of Residential Life & Housing), Haroon Ahmed (Director of Accounting and Financial Services), Matthew Madrid (Sr. Director of Admissions), Robin Rosenberg (Director of Career Services), Bola Soyemi (Director of Student Financial Services). Assistants: Jimmy Retana (Student Development Coordinator), Jesus Piceno (Technician), Chuck Crabtree (Media Services Analyst), McKenzie Perez (Human Resources Coordinator), Trevor Garrett (Director of Accounting), Denise Westcott (Librarian), Irving Perez (Lead Academic Advisor), and Stephen Bautista (Assistant Academic Director of Foundations). No occupant will re-enter a building until clearance

is given by fire and/or Gilbert Hurtado (Director of Facilities and Technology) or Michele Ferren (Director of Human Resources).

### **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 Department of Residential Life & Housing or fire officials during a drill or an actual alarm. In 2010, there was one fire drill performed. Please be sure to:
  - 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 Department of Housing.
  - Know where the fire extinguishers are located. Learn how to operate them. If you need training, contact the Facilities Management Department.
  - Know the location of the fire alarms and how to activate them.
  - Know where the nearest exits are and be prepared to use an alternative exit, if necessary. Plan how you would escape through each of these exits in case of a fire.
  - Know the location of the fire stairwells.
  - Never use an elevator to evacuate a building.
  - If you become trapped, dial 911 from a cell phone and alert the dispatcher to your location.

### **What should I do if I discover a fire?**

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

1. Pull the nearest fire alarm. If there is no nearby fire pull station, call 911.
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 Student Housing Officials and the Fire Department personnel.

**School Sponsored Housing Fire Safety and Sprinkler System**

Below is a listing of housing fire safety systems

Grand Marc Residential Fire Systems Building	Smoke Detectors	Heat Detectors	Carbon Monoxide Detectors	Sprinkler System
B	X	NA	NA	Throughout the Building

**CAMPUS LAW ENFORCEMENT**

Persons employed as security personnel on the campus at 630 E. Brier Drive, San Bernardino, CA 92408, and security officers at school-sponsored housing off-site, are instructed in security, security problems, specific school rules and regulations, and the proper procedures of how to enforce them. These procedures and rules and regulations are reviewed periodically to ensure that security needs are being met. Security personnel on campus report directly to Evan Parry, Director of Residential Life and Housing at (909) 915-2113.

Unarmed security personnel at the school building are always on duty during the hours the building is occupied and are there to assist students, faculty and staff of The Art Institute. They are responsible for ensuring that persons entering the building are employees, students, and their families or invited guests. They are authorized to request identification from those individuals who are unfamiliar to them, and identification is required of all individuals arriving or leaving after the building is secured. They have the authority to evict unauthorized persons from the premises. Students are advised to carry their Art Institute photo ID card at all times and to present them upon request. Security personnel may not make arrests, but are instructed to promptly contact Emam Elhout, President, Evan Parry, Director of Residential Life & Housing, or any other member of the Executive Committee if any illegal activity occurs.

Student residents at school-sponsored housing should contact Evan Parry, Director of Residential Life & Housing, should an emergency arise. He will then contact the security personnel on site.

**RELATIONSHIPS WITH LOCAL AND STATE POLICE**

The Art Institute of California – Inland Empire campus is located in the city of San Bernardino and the school-sponsored housing site is located in the city of Riverside. The Art Institute maintains a close working relationship with the San Bernardino and Riverside Police Departments with periodic contact initiated by The Art Institute personnel to ensure that The Art Institute 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 via faculty and staff mailboxes and bulletins distributed to residents in the school sponsored housing complex. The California Highway Patrol is not directly involved in patrolling the cities of San Bernardino or Riverside, and does not have incidents reported directly to them.

## **PROGRAMS TO INFORM STUDENTS & EMPLOYEES ABOUT CAMPUS SECURITY**

All students and faculty receive the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report as part of their registration and/or orientation process each quarter through information in the Student Handbook. This policy includes a description of campus security procedures, reporting a crime, and suggestions on how to avoid becoming a victim of a crime. The community relations programs that are sponsored by the police departments that we utilize, encourage students to be responsible for their own security and for the security of others. Students can receive on site counseling referrals.

In the event of certain crimes that represent a continuing threat to students and employees, The Art Institute will issue warning reports to advise the students and employees on the types of recurring criminal offenses that have occurred and the procedures that can be taken to prevent these offenses from reoccurring. For instance, in the case of a repeated burglary or petty thefts on campus, warning will be distributed to all faculty and staff with instructions for faculty to read to all their classes. Students may also be notified of these recurring offenses by notification in through flyers posted on bulletin boards or the student lounge. In an instance in which an individual has been observed committing a crime, the description of the individual observed will be distributed.

The orientation program, which takes place for students eight times per year, includes a description of campus security policies and procedures in the Student Handbook, with suggestions on how to avoid becoming a victim of crime, details of evacuation plans at the main campus and at School Sponsored Housing if applicable, and the procedures for reporting any criminal activity or emergency. Students in School Sponsored Housing are given the name, apartment number and phone number of the Residence Life Coordinator (Donald Montgomery) who live on the premises, in case of an emergency.

## **PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT THE PREVENTION OF CRIMES**

The Art Institute also provides in-service programs designed to heighten awareness of crime and its prevention. These in-service programs may be conducted by local law enforcement officials and topics and may include programs on personal safety, living in a city, crime prevention, basic safety, and neighborhood watch programs. In addition to the annual campus security report, students and staff are notified of specific security concerns as they arise throughout the year. A variety of crime prevention presentations will be hosted by the school-sponsored housing staff each year. These presentations include such topics as personal safety, rape prevention, home security, domestic violence, workplace violence, and hate crimes, and are offered by a variety of experts in these areas. Faculty, staff, and non residential students are welcome and invited to attend these programs.

In the event that The Art Institute, working with local police and/or campus security personnel, determines that a particular criminal offense continues to be a threat to the

campus community, the campus community

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In the event that The Art Institute, working with local police and/or campus security personnel, determines that a particular criminal offense continues to be a threat to the

campus community, the campus community will be notified by bulletin board notices, notices read by instructors in classrooms, and notices in the student newsletter. Incidents occurring at The Art Institute student housing location will be announced by the distribution of notices to each student apartment.

Students are requested to review The Art Institute'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's *Employee Handbook* where information regarding Standards of Conduct and Safety can be found.

### **Missing Person Notification Policies and Procedures**

Any student believed to be missing from the campus unexpectedly for 24 hours shall be immediately reported to the Campus President, Emam El-Hout (Acting Dean of Student Affairs) and the Director of Residential Life and Housing, Evan Parry. It is the policy of The Art Institute of California – Inland Empire 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. 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. 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 – Inland Empire can identify, through the Registrar 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 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 Student Affairs not be able to locate a person reported missing within twenty-four (24) hours of the report, Student Affairs would then notify your designated 'missing person' emergency contact.

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

Regardless of whether the student has identified a contact person, is above the age of 18, or is an emancipated minor, 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.

### **OFF-CAMPUS STUDENT ORGANIZATIONS**

At the present time, The Art Institute of California – Inland Empire 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 Art Institute of California – Inland Empire students, faculty, and staff 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 – Inland Empire 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 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 employees of The Art Institute in campus housing and by the Student Affairs staff at various times throughout the year. Guest speakers present discussions on rape awareness, reducing the risk of being a rape victim, and what to do if you are attacked. Brochures on sexual assault issues are available on resource tables conveniently located in both buildings area or by contacting a school counselor directly. 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, housing personnel, security, the Dean of Student Affairs, the Director of Residential Life and Housing, the Executive Committee or other The Art Institute 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.

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 - Inland Empire 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 The Art Institute of California - Inland Empire personnel take steps or actions reasonably feasible to prevent any unnecessary or unwanted contact or proximity with alleged assailants, including relocation in The Art Institute of California - Inland Empire 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:

- |   |              |
|---|--------------|
| • Rape, Abuse, and Incest National Network (RAIN)               | 800.656.4673 |
| • Crisis Intervention   | 800.399.3612 |
| • San Bernardino Domestic Violence                              | 909.387.6540 |
| • San Bernardino Sexual Assault Hotline                         | 909.885.8884 |
| • Project Sister Sexual Assault Crisis Services 24-Hour Hotline | 909.626.HELP |

## **DISCIPLINARY ACTION AND SANCTIONS**

On-campus disciplinary procedures against students will be in accordance with The Art Institute 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 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 dismissal.

### **INFORMATION REGARDING REGISTERED SEX OFFENDERS**

California's Megan's Law makes available to adults and organizations information on "serious" and "high-risk" sex offenders in their local community. All sheriffs' departments and every police department serving a population of 200,000 or more are required to make the Megan's Law Web Application available for public viewing. You may access the information at the following local locations:

San Bernardino Sheriff's Department  
300 N. D Street  
San Bernardino, CA 92418  
909.384.5211

Dru Sjodin National Sex Offender Public Website:

<http://www.nsopr.gov/>

You may also view the San Bernardino Police Department's website for more information at:

[http://www.ci.san-bernardino.ca.us/depts/police\\_department/default.asp](http://www.ci.san-bernardino.ca.us/depts/police_department/default.asp)

The San Bernardino County Sheriff's Department also offers an online map that displays the general whereabouts of registered sex offenders. To access the Megan's Law Sexual Offender Locations Map, go to: <http://www.meganslaw.ca.gov/>. You may also check to determine if a particular sex offender is a "high risk" or "serious" sex offender by calling the California Sex Offender Information telephone service at 1-900-448-3000. There is a fee of \$10 per call for checks on up to two names, which will be billed automatically to your phone bill. For additional information about Megan's Law and related issues, check the California Attorney General's web page at: <http://meganslaw.ca.gov/>

### **III. CRIME STATISTICS**

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 – Inland Empire prepares the crime statistic policies annually by gathering all reported data and preparing a report for its employees and students. Moreover, local/state police agencies are contacted by the Dean of Student Affairs quarterly to maintain a working relationship and formulate statistics for the annual crime statistics report. Set forth in the first box below are statistics available to The Art Institute concerning the occurrence on The Art Institute's campus which were reported to local police agencies. The second box below sets forth available statistics

concerning the number of criminal offenses in relation to hate crimes on The Art 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.

**The Art Institute of California, Inland Empire**

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

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

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	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
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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									Race	Religion	Sexual Orientation	Gender	Disability	Ethnicity/ National Origin
	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	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	1				1		
Larceny-Theft	0	0	0	0	0	0	0	0	0						
Intimidation	0	0	0	0	0	0	0	1	0				1		
Destruction, Damage, Or Vandalism of Property	0	0	0	0	0	0	0	0	0						
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>						

**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**
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	0	0	0	0	0	0	0	0
Drug Abuse Violations:	0	0	0	0	0	0	0	3	0
Liquor law violations	0	0	0	0	0	0	0	1	0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>

\* Includes school-sponsored housing

\*\*public property includes the sidewalks adjacent to the campus including the parking facility northeast of the main building and across the street from the campus



**The Art Institute  
of California<sup>SM</sup> - Inland Empire**

## **Crisis Management Plan and Procedure**

June 2010

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## **Overview**

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

This manual provides the guidelines to direct the crisis management team in crisis situations occurring at The Art Institute of California - Inland Empire campus. By following these procedures, we can ensure that incidents are handled in an efficient, sensitive, professional and consistent manner. These procedures will be reviewed annually and revised as needed by the Director of Public Relations with input from EDMC and the campus' Crisis Management Team.

A crisis can happen in a split second and in most cases needs immediate, clear, calm response. In those crucial moments, staffers also need to be prepared. They need to know the protocol and need to feel empowered to provide an immediate and appropriate response. This manual will be used to conduct ongoing staff and faculty training in crisis situations by the Crisis Management Team (CMT). On an annual basis the updated manual will be distributed to all staff, faculty and student body via email. A hard copy can also be obtained in the Student Affairs Office if anyone so chooses.

## **Definition**

For the purpose of this plan, an emergency/crisis situation is defined as a situation that poses significant threat to The Art Institute's reputation, image, credibility and operation. This may be an incident occurring on the Inland Empire campus, at a sponsored event, or involves students, faculty or staff and jeopardizes the safety and security of the school's community. Example situations may include: bomb threat, campus or student housing crime, sexual assault, death, food poisoning, fire, earthquake, power outage, legal claims, student or faculty issues, and negative coverage by the media - any situation that poses a threat of life, property or reputation.

While most people view a crisis situation as something that cannot be foreseen, the contrary is more often the case. In many situations there are warning signs. Issues like employee relations, operational procedures, student/teacher conflict, programs being phased out, etc. The team needs to be well trained to anticipate and identify these warning signs and subsequently will be better prepared to handle issues or trouble spots before they erupt into crisis situations. This document will also outline key issues to monitor for crisis potential.

## **Crisis Communication**

Crisis communication is designed to limit the impact of a crisis and maintain long-term confidence in an organization. It is also designed to control the flow of communication about a situation and support the restoration of normal operations.

Communication with the media is extremely important during times of crisis. This helps set the record straight and confirms the school's position as a concerned corporate citizen and community leader.

In handling a crisis that involves the police, remember the media has access to a police scanner and can usually access a scene in minutes and sometimes before the police arrive, so it is imperative that school leaders are prepared in advance.

## **Crisis Management Team**

In any crisis situation, it will be imperative for the appropriate persons to be notified immediately by a staffer who is in-the-know in order to set the plan in motion and provide an appropriate and swift response. If a staff member believes that they are the only or one of the first persons who knows about or witnessed an incident, they must immediately notify a member of the CMT. They should follow the chain of command outlined below until they reach and notify one member of the team. Every member of the staff should have the emergency contact numbers of the CMT. The staffer must be persistent in reaching a member of the CMT. Once they have notified a team member, he/she should not contact anyone else and wait for further direction from the crisis team.

The crisis team represents the school's department heads. They will provide perspective on handling different audiences and functionalities—Student Affairs, legal, operations, communications management, employee relations and financial. This team will be responsible for assessing the situation/damage, organizing a response team and developing a response and communications plan.

## **Crisis Management Team:**

The Art Institute of California – Inland Empire

1. Emam El-Hout, President for The Art Institute of California – Inland Empire
2. Larry Cohen Dean of Academic Affairs for The Art Institute of California – Inland Empire
3. Michele Ferren, Director of Human Resources for The Art Institute of California – Inland Empire.
4. Gilbert Hurtado, Director of Technology for The Art Institute of California – Inland Empire.
5. Haroon Ahmed, Director of Administrative and Financial Services for The Art Institute of California – Inland Empire
6. Matt Madrid, Sr. Director of Admissions for The Art Institute of California – Inland Empire
7. Evan Parry, Director of Residential Life and Housing for The Art Institute of California – Inland Empire
8. Robin Rosenberg, Director of Career Services for The Art Institute of California – Inland Empire
9. Bola Soyemi, Director of Student Financial Services for The Art Institute of California – Inland Empire
10. Vasilios Tsatsoulis (Bill), Group Vice President for The Art Institute Western Region
11. John Mazzone, President for The Art Institutes
12. Jacquelyn P. Muller, Vice President for Public Relations, EDMC
13. Mark C. Toth, Public Relations Specialist, EDMC

## **Crisis Team contact Process:**

1. Once the President is alerted to a crisis, he/she or a designee should immediately contact the local Director of Public Relations and then he/she will contact the EDMC VP/PR Specialist.
2. The President, or designee, should notify the administrative assistant, receptionist/switchboard operator. It is imperative that the receptionist is notified immediately as he/she will be answering the telephone should the media or police contact the school. Explain that there is a crisis situation occurring (excluding specific details) and that all media and corporate calls be delivered promptly to the President's office.
3. If the President is not on campus or available during a crisis, the next person in seniority or the office manager/receptionist should contact the local Director of Public Relations first, then proceed with the crisis team contact process and try to reach the President.

## General Guidelines, Dos/Don'ts

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

- **Call 911 in matters of life and death** or if you're uncertain about the severity of a situation. When in doubt, it is the school's policy to err on the side of caution.
- In the event that the police, fire department or other civil authority is dispatched to the school, **any member of the CMT will act as contact**. If you call 911, immediately debrief a CMT member of the situation (in the order listed on page 4).
- In the event that violence occurs on campus, faculty and staff should try to diffuse the situation if possible, however, **no one should put themselves in harm's way**. Immediately notify (or in the event that you cannot leave the situation, dispatch someone to notify) security and a member of the CMT.
- In the interest of communicating clear, timely and consistent messages to the public, the Inland Empire campus has a policy of only communicating to the media through specified communications channels. At The Art Institute of California - Inland Empire it is anticipated that the **President or Director of Public Relations shall serve as the designated media spokesperson pertaining to the school and its operations as well as any crisis situation**. While it is important to communicate with our public as soon as possible, the Inland Empire campus will be prudent and thoughtful before it begins disclosing premature and hasty information. Keep in mind that the media is unrelenting when trying to report a "hot" story and will try to get information from anyone they can who might be in the know--including staff and students. Many good-intending people have been nailed to the wall and minor situations have escalated to major issues because the "spokesperson" was not properly equipped to handle the media. A staffer would be seriously ill-advised to talk to the media either proactively or reactively, and the Inland Empire campus discourages you from doing so. These are tasks best left to the company's trained communicators. In the event that you are contacted by the media direct them to contact the Campus President or Director of Public Relations. The following are suggested statements to use:
  - "While I'm not an official spokesperson, I would be happy to direct you to someone who can help. I can transfer you now. If you're on an immediate deadline, call me back and I'll locate someone else to help you."
  - "In order for you to receive the most current information, please allow me to forward you to the Director of Public Relations or President who handles all media inquiries."

- Furthermore, the President, with consult by the local Director of Public Relations and the EDMC VP/PR Specialist, will determine the appropriate communication and course for disseminating information to all audiences—students, staff, families and public. Please look to the President to prepare letters, statements and conduct communication briefings.
- Even in the event of a crisis situation, the entire campus does not need to know about it. **Containing the crisis is essential.** Follow the notification chain of command and wait for direction from the CMT. The team will develop a communications plan and vehicles to disseminate appropriate information. Act responsibly and do not contribute to the rumor mill.
- **Use your judgment, be responsible and act professionally.** Try not to panic. Panic will cloud your judgment and will alarm others. Remain calm. Think about how your reactions will be perceived by others. Follow the directions outlined in this manual.
- The Human Resource department logs all incidents and emergency situations that occur on campus or at school-sponsored activities. Always contact the Human Resource department in any crisis situation to file an incident report.

## **Faculty & Employee Crisis/Emergency Steps**

- 1) **For medical emergencies, call 911**
- 2) **Contact Campus Security: 909-915-2158**
- 3) **Try to contain/manage the situation.**  
 Dispatch someone to get you the help you need.  
 Daytime: Campus Security, Student Affairs, Academic Suite or receptionist for help.  
 Evening: Campus Security.
- 4) **Once situation is over, document the incident with written notes as soon as possible.**
- 5) **Report all incidents to the Human Resource department and your Manager or Academic Director within 24 hours.**

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

Main Building  
 674 East Brier Drive, San Bernardino, CA 92408  
 909-915-2100  
 Building #1  
 630 East Brier Drive, San Bernardino, CA 92408

## **Emergency Phone Numbers/Tree**

Each department manager shall maintain a current list of his or her employees' home telephone numbers and a departmental phone chain for crisis situations and sharing critical information. In the case that emergency contact is necessary, the CMT or individual department director will initiate the phone chain. Departmental managers will contact their respective employees. Each employee is directed to contact the next person on the list. If unable to contact that person, the caller should leap to the following person on the list in order that the chain is continued. The last person on the list contacts the top of the chain to report that the chain is complete. Up-to-date copies of phone trees should be provided by department managers and kept at each employee's residence and other spots where they can be accessed easily outside of the school. For CMT members, the entire school phone tree is an appendix to this document.

## Emergency Resources

Local Hospital #1	Loma Linda Medical Center	11234 Anderson Street Loma Linda, California 92354	(909)558.4000
Local Hospital #2	Arrowhead Family Health Center	1543 W 8th St # A, San Bernardino, CA 92411	909.422.8029
Animal Control			909.384.1304
Fire Dispatch (non-emergency)			909.384.5286
National response Center, Report Chemical/oil spill and Chemical/Biological Terrorism			800.424.8802
Code enforcement			909.384.5205
Poison Center			800.222.1222
San Bernardino Police Front Desk Dispatch (report crimes)			909.384.5742 909.383.5311
Southern California Edison (emergency, i.e. power outage, lines down)			800.611.1911
Southern California Gas Company (emergency shutoff)			800.427.2200
Traffic Safety			909.799.2870

## **Crisis Planning Steps**

In the event of a true crisis situation, it is easy, almost natural, to just begin reacting. Even if the President is breathing fire, you must take the time to figure out what exactly happened, who is responsible, what are you going to do about it and how will you communicate the information. The following are critical steps in assessing and managing a potential crisis situation.

### **#1 Assemble the Crisis Management Team**

Upon notification of a crisis situation, a CMT member should assemble the appropriate crisis team members to handle the situation. Minimally, the President, Director of Public Relations, Director of HR, Director of Facilities & Technology and one of the Deans should be notified and assembled. Then the team should decide who else will need to be brought in to help assess and manage the situation. For example, if the event involves a student, the Dean of Student Affairs would be necessary; if the matter relates to an employee, the Director of Human Resources is essential; and the Director of Facilities & Technology would be brought in on facility issues.

Depending on the severity of the incident, the CMT should assemble as soon as possible in a central location to survey the situation and prepare an appropriate response. The team should have access to computers, the internet, telephones and fax machines. This location should be the school, however in the event that the school is inaccessible, choose a location with close proximity to the school—a residence of a CMT member, a temporary office space designated at another EDMC campus or a temporary office space designated by the Director of Facilities & Technology. Also note, in the event that the school phone system is inoperable, all school fax machines are regular, outside phone lines.

### **#2 Assess and Define the Situation**

The following are the basic questions that should be answered as the team tries to survey the situation.

What happened?

When did it happen?

Where did it happen? Was it on school property?

Did anyone call 911 or the police? Is there an official report?

What was the chronology of events?

Who is involved?

Who is affected?

Who witnessed the event? Who knows about it? Who can provide a firsthand account?

Where are the parties now?

What did the school do to prevent/deter this situation? Could there have been steps in place?

How can the school's administration provide relief/aid to the situation?

Who besides the immediate parties knows about the situation?

What affect will it have on normal school operation?

Who needs to be notified about the situation?

What's the likelihood of the media or external audiences finding out about this situation?

Once the situation has been assessed the President, Director of Public Relations or designee will continue to consult with EDMC on the response and management plan.

### **#3 Develop the Response**

The CMT, in consult with EDMC VP/PR Specialist, will thoroughly discuss and deliberate appropriate response alternatives for the school, developing several courses of action, then thoughtfully select the best as determined by consensus. This process must not be hasty. Develop action items and assign tasks to each member of the team based on job responsibilities. The development of a crisis management sheet that outlines the facts, tasks, responsibilities and time deadlines will prove to be an essential tool in the execution of the response. As new developments arise, there will be additions and adjustments to the plan; however the team should not second guess the decision-making process that occurred. If the plan is well-thought, there should be no reason to make knee-jerk changes in the heat of the moment. Initially the team should meet several times throughout the day to debrief on the status of events and then daily as the situation diminishes. In a very serious case (serious damage to the structure—i.e. fire, earthquake), the team would assemble and work from a crisis headquarters. Communication is the difference between sinking and swimming. Share information in a timely fashion with EVERY member of the CMT. Keep each other informed.

In the interest of preparedness, various potential crisis scenarios and appropriate responses are detailed later in this planning document and should be used in the event of a real crisis.

#### **Important Considerations:**

- Concern, care and compassion for the victim(s) and their families.
- Don't lie in an effort to diminish a situation. This will only get you in trouble later. If you don't know the answer it's okay to say, "Let me get back to you on that."
- Full cooperation with authorities and investigators.
- Confidentiality and discretion when dealing with sensitive issues.
- Communicate how the college is handling the situation.
- Consistency and calm is essential.
- Use our strengths and network.
- Demonstrate a solid track record.
- Demonstrate preventative measures that the Inland Empire campus has taken to prevent such a crisis.
- Communicate what measures the college will take to prevent such an occurrence from happening in the future.
- Speed of response and completeness of information.

## **#4 Develop the Message and Establish Communications Lines**

The CMT should look to the President and/or Director of Public Relations to make recommendations on what information to release, to whom and how. In times of crisis, the school must be seen by ALL of its constituencies as actively managing the situation and not trying to hide. It is policy of EDMC Public Relations to provide accurate and consistent information to the media to ensure that EDMC and its schools are represented properly and accurately in the media. For this reason, it is especially important that we proactively communicate with our many audiences and provide appropriate information as soon as possible. This doesn't mean blurting out everything we know as soon as we know it. The communications need to be thoughtful, responsible yet timely and forthright.

### **Consider all audiences:**

#### **Internal Audiences:**

- Students
- Staff
- Faculty
- Parents
- Board of Trustees
- Program Advisory Committee
- EDMC

Communications vehicles: meetings, e-mail, phone chains, communication coordinators, department directors, telephone hot line, fax, newsletters and website.

#### **External Audiences:**

- Media
- Employers
- Business community and partners
- Industry leaders
- Government
- Neighbors

Communications vehicles: Press statements, press conference, releases, media visits, telephone hot line, fax, email, newsletters, website and letters.

## **#5 Crisis Audit**

In the aftermath of a crisis, most just want to move forward and resume the normal activities of the school as soon as possible. However, in order for the school to be best prepared to handle a future crisis, the CMT must evaluate how the crisis plan was effective and useful, how well it was followed, where the plan fell short and what changes should be made to the plan. An audit of the plan, the execution and outcomes—including all positives and negatives, should be prepared and made as an addendum to this document. This should be completed within two weeks of an incident.

## **#6 Follow-up Communications**

Once the CMT determines that the crisis situation has passed and an audit has been conducted, the school should communicate a follow-up message to both its internal and external audiences. The message can be disseminated in letter form, a President's message in the next newsletter, and/or meetings with key constituents. The follow-up should outline how the crisis was handled, what we learned and how we are moving forward.

## **Emergency Medical Assistance**

(EMT Personnel Needed)

- It is essential to remain calm
- Be calm.
- Check the scene for safety and eliminate any unsafe conditions. If necessary, deputize another employee to assist you.
- Check the injured person and assess if emergency medical response is necessary. Use your best judgment and those staff members around you – if there's doubt, call 911.
  - Is there severe bleeding?
  - Is the person unconscious? Is there a head injury?
  - Is the person having trouble breathing?
  - Is the person turning colors?
- If the answer is yes, to any of these, call 911 immediately. A staff or faculty member, designated by the CMT, should stay with the injured person at all times. When calling 911, you will need the following information:
  - Exact location of injured person.
  - Name and age of injured person.
  - Nature of the emergency (what happened?)
  - Condition of the injured person.

- **DO NOT HANG UP UNTIL THE 911 DISPATCHER HANGS UP.**
- Ask the student or employee if there is a person they would like to have notified.
- All people (including students) have the right to refuse paramedic or hospital treatment.
- After the incident, please contact the Student Affairs Department to complete an incident report. If injured party is an employee, also notify Human Resources.

### **Basic First Aid Procedures**

Key staff and faculty members will be trained in first aid as well as CPR and fire extinguisher use. Once training begins, a list of trained staff will be attached to this plan. The following are basic first aid procedures.

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

### **Identified First Aid Stations**

- Employee Lounges in both buildings as well as all 3 Kitchens and Food Warehouse.

## **Notifying Family Members**

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

In the event of a serious or life threatening injury, illness, or death the student or staffer's family should be notified immediately by a member of the Executive Committee.

## **Emergency Evacuation**

- Stop work immediately. Grab your essential belongings/valuables (purse, wallet, keys) but do not take time to pack up work supplies or work in progress.
- Leave your area and if you are the last person in a room or office, close but do not lock the door behind you.
- Do not run. Walk in an orderly manner.
- Instructors are to accompany their class throughout the emergency. Instructors should advise students to secure their valuables and close, but do not lock the classroom door after last student has exited the classroom.
- All evacuees should use the exit closest to the room you are located at the time of the emergency. Fire monitors (noted with bright orange vests) will be on hand to direct. Follow directions for exiting your area. Exit building using nearest stairwell (for buildings with multiple floors only)
- Individuals with physical challenges that inhibit them from using the stairs are to wait at the top of the stairway for authorized emergency personnel to assist them. A staff or faculty member should wait with this individual and instruct another employee to notify personnel of their whereabouts. (for buildings with multiple floors only)
- After exiting, immediately head a minimum of 100 feet from the building.
- Key staff members serve as Fire Monitors for their respective floors/areas and will conduct a thorough sweep of the building to ensure all persons have evacuated.
- Do no re-enter the building until emergency personnel provide authorization (all-clear).
- Emergency evacuation routes are posted. Each area of the building will have designated persons to check that all offices, classrooms, and restrooms are evacuated.

- In the case of a bomb threat, the fire alarm could activate the bomb. Key personnel will go to the classrooms and offices to notify people to evacuate. Follow regular evacuation procedures.
- If evacuated, no one is allowed in the building until the authorities have deemed the property safe.
- The President, with consult by the Director of Public Relations and EDMC VP/PR Specialist, will develop public statement, if necessary.
- Incident Report Form will be prepared and filed with the Human Resources Department.

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

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

- Make phones available to enable all evacuees to call home/family.
- The police or fire department may close down access to the building to anyone with the exception of emergency personnel. In this event, the Director of Facilities & Technology will arrange additional security to maintain watch over the damaged building to protect any salvageable property.
- The CMT will communicate with local authorities to ensure that evacuation routes away from the school are safe and passable.

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

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

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

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

## **School Closing**

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

- The decision to close the school is made by the President with counsel by the CMT.
- The President, with consult by the local Director of Public Relations and the EDMC VP/PR Specialist, will prepare and issue a statement for the media, the outgoing employee and school voicemail, as well as the communication for the employee/student phone tree.
- Information will be communicated to staff and faculty via the emergency phone tree, including language to use on outgoing voicemail message. The President will initiate the phone tree. Information will also be sent via email.
- Staff members will need to change their outgoing voicemail to communicate the school closing.
- Faculty will contact their students via their class roster.
- The President will notify local media to disseminate the information.
- The Director of Technology will have the outgoing phone message communicate the school closing.
- The Director of Technology will monitor the phone voicemail and communicate any messages to the appropriate CMT member.

## **Earthquake**

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

## **Fire**

- Upon discovering a fire, close the door to the room where the fire is located.
- Use your best judgment and, if the fire is small, you may wish to fight it with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting. If you are not sure, read the instruction on the extinguisher.
- Fire extinguishers are located throughout the facility (in hallways near classrooms).
- Call 911 and then campus security at 909-915-2158. Give your name, building, location, telephone number and location of the fire. Security will notify the CMT.
- The CMT will immediately sound the building fire alarm (if it's not already activated). Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate. Warn others who may enter the building after the alarm stops.
- The Fire Monitors will sweep their posts for all building occupants.

- If time permits, collect valuables and close but do not lock office doors before leaving. Walk, do not run, to the nearest exit. Follow Emergency Evacuation Plan.
- When the fire alarm sounds, do not use elevators. An elevator may become inoperative and you may be trapped. (For buildings with multiple floors)
- Notify fire monitors (wearing bright orange vests) or fire fighters on the scene if you suspect someone may be trapped inside the building.
- CMT ensures that aid is provided to all individuals needing assistance in descending the stairs. (For buildings with multiple floors)

## **Bomb Threat**

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

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

### **Questions:**

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?

4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

**Threat Language**

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

**Caller's Voice**

- |                                  |  |
|----------------------------------|--|
| <input type="checkbox"/> Calm    | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Nasal   | <input type="checkbox"/> Laughter        |
| <input type="checkbox"/> Angry   | <input type="checkbox"/> Deep Breathing  |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Crying          |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Cracking Voice  |
| <input type="checkbox"/> Lisp    | <input type="checkbox"/> Normal          |
| <input type="checkbox"/> Slow    | <input type="checkbox"/> Disguised       |
| <input type="checkbox"/> Raspy   | <input type="checkbox"/> Distinct        |
| <input type="checkbox"/> Rapid   | <input type="checkbox"/> Accent          |
| <input type="checkbox"/> Deep    | <input type="checkbox"/> Slurred         |
| <input type="checkbox"/> Soft    | <input type="checkbox"/> Familiar        |
| <input type="checkbox"/> Ragged  | <input type="checkbox"/> Whispered       |
| <input type="checkbox"/> Loud    |  |

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

**Background Sounds**

- |  |   |
|--|---|
| <input type="checkbox"/> Street noises     | <input type="checkbox"/> Static           |
| <input type="checkbox"/> Factory machinery | <input type="checkbox"/> Music            |
| <input type="checkbox"/> Crockery          | <input type="checkbox"/> Local            |
| <input type="checkbox"/> Animal noises     | <input type="checkbox"/> House noises     |
| <input type="checkbox"/> Voices            | <input type="checkbox"/> Long distance    |
| <input type="checkbox"/> Clear             | <input type="checkbox"/> Motor            |
| <input type="checkbox"/> PA System         | <input type="checkbox"/> Office machinery |

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

**Write the exact wording of the threat:**

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

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

Gender: \_\_\_\_\_

Race/ethnicity: \_\_\_\_\_

Age: \_\_\_\_\_

Number at which call is received: \_\_\_\_\_

Time: \_\_\_\_\_

Date: \_\_\_\_\_

Caller ID number displayed: \_\_\_\_\_

**Remarks:**

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

Name: \_\_\_\_\_

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

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

**Suspicious Package**

- If you spot a suspicious object, package, etc. report it to security and a member of the CMT. Under no circumstances should you touch or move it in any way. A suspicious package may not contain a return address, be delivered or discovered in an unconventional way.
- Evacuate area- Director of Facilities & Technology will cord off the immediate area around the package.
- Wait for trained police squad to examine and dispose of suspicious package.

## **Biohazards**

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

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

- Contact the Director of Facilities & Technology for clean-up of any blood and/or body substance spills. Spills are to be promptly cleaned by gloved personnel using a bleach solution.
- Latex glove use is required 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 and/or Janitor's closet.
- Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately or as soon as feasible.
- The Director of Facilities & Technology will arrange to dispose of the contaminated gauze, gloves, and clean-up materials contained in a plastic bag and to secure/isolate the bag. The materials will be disposed directly into dumpster.
- Sharp items should be considered as potentially infected and be handled with extraordinary care to prevent accidental injuries.
- Call the Director of Facilities & Technology for removal and disposal of "sharp container". Hypodermic needles should be handled carefully with tongs and gloved hands.
- An Incident Report Form should be completed with the Human Resources Department.

## **Fights**

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

## **Suspect or Witness a Crime**

Scenario: theft, vandalism, drug use.

- If an employee suspect's students or employees are breaking the law, the employee should contact the Human Resources Department or one of the members of the CMT.
- If the crime is in progress and if no foreseeable danger is apparent, try to diffuse the situation. Once again only if no foreseeable danger is apparent.
- If possible apprehend the perpetrator(s) and bring them to Student Affairs, or Security station.
- If the crime is a violent crime, call **911 immediately**; notify Campus Security and a member of the CMT.
- An Incident Report Form must be completed with Human Resources.

## **Violent Crime**

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

- Do not attempt to apprehend or interfere with the assailant(s).
- Call 911 immediately; notify Campus Security and a CMT member. In the event of a reported sexual assault, the CMT will assist the victim in reporting violations at their request.
- If possible, have someone stay with the victim(s) to provide emotional comfort and to monitor their condition.
- Before the police arrive, the CMT will try to immediately isolate the incident or portion of the building and potentially evacuate the rest of the school.
- The police will determine the course of action to take to ensure the safety of those in the vicinity of the incident. If evacuation is necessary, no one is permitted back into the building until the police and the CMT authorize re-entry.
- The President will serve as lead contact for the authorities.
- The Director of Facilities & Technology will act as liaison with the authorities and will wait by the building entrance to meet and guide the emergency personnel.
- The liaison will identify key personnel to assist with authorities' directives. This may include Security, CMT, Academic and Department Managers.
- The Director of Facilities & Technology will provide a current copy of the floor plan of the building to the Police, upon request.

- The CMT will assist the authorities in collecting all evidence and obtaining witness statements.
- The President will instruct the front desk receptionist on how to respond to phone calls regarding the situation.
- The President, with consult by the local Director of Public Relations and the EDMC VP/PR Specialist, will prepare statements and plan for disseminating information to all audiences—students, parents/families, staff/faculty, media and the public.
- An Incident Report Form must be completed with Human Resources.

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

- Student Affairs should be notified if the alleged perpetrator is a student, and Human Resources should be notified if it's an employee for further investigation and disciplinary action.
- For those indirectly affected by the incident, dismissal may be appropriate and should occur after an official announcement is made regarding what happened.
- For those directly affected by the incident: groups consisting of no more than 20 people will be de-escalated by the CMT and given time to talk and express concerns or issues prior to dismissal.
- Review security measures and make any necessary adjustments.
- The President will notify CS Legal Counsel of the situation for further guidance.

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

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

### **Long-term:**

- Periodic mandatory de-briefing meetings with those directly affected by the incident by the school faculty/staff or an outside referral.

- Continued identification of high-risk students.
- Provide ongoing support for students and employees who will be giving testimony or dispositions.
- Ongoing training on sexual assault awareness, prevention and procedures for staff, faculty, residence staff, and students.
- Awareness/educational programs to promote awareness and prevention of rape and other sexual offenses.

## **Weapons**

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

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

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

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

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

## **Death of an Employee**

- If a phone call with information about an employee's family member's death, or impending death, is made to the school forward the call **IMMEDIATELY** to the Human Resource Department or the President if necessary. Do not forward the call to voicemail. Make sure that someone can take the call.
- Person aware of employee's death immediately notifies the appropriate CMT member who will inform Human Resources and the President.
- The Director of Human Resources, with support from the President and Director of Public Relations will immediately prepare a communication to faculty, staff and possibly students regarding the employee's death. The phone tree may be enacted or an impromptu staff meeting may be appropriate. Communications may also be distributed to other Inland Empire and EDMC employees. Depending upon the circumstances, a public statement may also be prepared.
- If the deceased was a faculty member the Dean of Academic Affairs attends each of their classes to notify students of the instructor's death.
- Human Resources will deactivate the employee's voicemail, e-mail and mail correspondence of the deceased.
- Human Resources will collect the employee's personal belongings and make arrangements to return them to the family. Human Resources will also make arrangements to collect any school documents or property from the deceased employee's home.
- Human Resources will notify insurance plans, gathers information for the family of the deceased including life insurance, retirement plan beneficiary, and distribution process.
- The President's office sends official sympathies, flowers or "in lieu of" to the family.
- The President and CMT determine the appropriateness of a campus memorial service.
- If the death is sudden, or the result of violence or suicide, group debriefings may be appropriate.

## **Student's Family Member**

- If a phone call with information about a student's family member's death, or impending death, is made to the school forward the call **IMMEDIATELY** to the Student Affairs department or the President if necessary. Do not forward the call to voicemail. Make sure that someone can take the call.

- Student Affairs will get information about the family member from the caller.
- Student Affairs will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- Student Affairs will provide emotional assistance to the student as needed and may also assist the student with arrangements for getting them home etc.
- Student Affairs will notify the student's Dean and/or Program Chair who will notify the respective instructors.

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

- Contact the Student Affairs department to meet with the family member.
- Student Affairs will arrange for the notification to occur in a private office.
- Student Affairs will notify the appropriate Dean and/or Program Chair who will notify the student's instructors.

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

- The Student Affairs department will verify that the deceased student has been properly identified.
- Verify notification of family. Initial notification should impart only the essential information identifying the administrator by name and title and telephone number for further contact, the cause of death, and the locality of the deceased student. The family should be asked to begin making arrangements for someone to come to the campus. The administrator should make a second contact with the family, shortly thereafter, to answer questions and learn of travel and other arrangements made by the family.
- The Student Affairs department will notify the President, Director of Public Relations, and appropriate Dean and/or Program Chair, how will then determine if a public statement is necessary. If there is a student with an identical name, the Inland Empire campus should notify the student to call his/her family so they will not be alarmed.
- Student Affairs will notify the student's Dean and/or Program Chair, Registrar, and Financial Aid.

- The Dean and/or Program Chair will notify the student's instructors.
- Student Affairs will handle the collection and packing of all personal belongings including school projects. If necessary, the Inland Empire campus should cover the cost of shipment of the personal belongings, if taken from the school or school-sponsored housing.
- Student Affairs will handle the paperwork and paper flow involved in notifying all campus officials to terminate mailings to the student's home address, officially withdrawing the deceased student from the institution, notifying the student's instructors arranging for appropriate refund of tuition and fees, etc...
- The President's office sends official sympathies, flowers or "in lieu of" to the family.
- Student Affairs will serve as host to the family while on campus.
- The President and Executive Committee will consider the appropriateness of a campus wide communication and memorial service.
- Student Affairs will coordinate (a) any local or state ordinances involving autopsies, death certificates, bank accounts, or moving of the deceased, (b) institutional policies on tuition refunds (c) how memorial scholarships are established (d) what costs the Inland Empire campus will cover (e) institutional policy concerning posthumous degrees.
- For the off-campus resident, notification is generally handled by the family or the friends. It would remain the responsibility of the Student Affairs department to ascertain that such notification has taken place. If it has not, and inquiries of emergency services personnel suggest it would be appropriate, Student Affairs should notify the next of kin. The notification of on-campus offices for administrative purposes still rests with the Student Affairs department. Depending on the proximity of the next of kin, it may be necessary to work through city police to contact the nearest police agency to the next of kin. Local police services can access the appropriate counseling services or clergy to support the next of kin.

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

- When a person dies, survivors are not likely to be immediately concerned about the personal belongings and the living quarters of the deceased, but they should be given attention. The Inland Empire campus should cooperate fully with the family in an efficient and timely manner handling the personal property of the student.
- If the student was a resident of school-sponsored housing, the Student Affairs department will collect, store and safeguarded personal belongings until such a time when the family can claim it. For example if the family is unable to come to the campus to claim the property or if the property must be held by the Inland Empire campus pending investigation of unusual circumstances, the Inland Empire campus may pay the shipping

costs for the property with the approval of the President. Student Affairs should establish whatever claims the Inland Empire campus may have on the property in the living quarters or determine whatever housing obligations the student might have to the Inland Empire campus.

### **Follow-up:**

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

### **Substance Abuse**

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

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

### **Long Term/Preventive:**

- Ongoing training for staff and faculty on how to handle situations, consequences or infractions as well as the Inland Empire campus Drug-Free environment policy is available through Human Resources.
- Ongoing awareness programs about substance abuse issues are available through Student Affairs.