



Drug-Free Workplace and Campus

The use of illegal drugs and the abuse of alcohol on the campus of The Art Institute of California - San Francisco or in facilities controlled by the The Art Institute of California - San Francisco are prohibited by college regulations and are incompatible with the The Art Institute of California - San Francisco goal of providing a healthy educational environment for students, faculty, staff and guests. The following information is provided in compliance with the Drug-Free Schools and Communities Act Amendments of 1989.

Effects of Drugs and Alcohol

Although individuals often use drugs and alcohol to achieve a variety of effects on mind and body that are found to be temporarily useful or pleasurable, drugs can be highly addictive and injurious. A person can pay a price in terms of his or her physical, emotional, and social health.

This price can be paid in a number of ways. The risk of contracting sexually transmitted diseases, including AIDS, is increased through unwanted or unprotected sex when one is under the influence of drugs or alcohol. Drugs can be the trigger for violent crime. Economic and legal problems usually follow directly when one tries to support a drug habit by resorting to crime. The dependence, illness, loss of job, and loss of family or friends that can result from drug or alcohol use and abuse can be tragic.

In keeping with the mission of The Art Institute of California - San Francisco and the requirements of state and federal law, The Art Institute of California - San Francisco has adopted this program to ensure a drug-free campus and workplace and to prevent the use of controlled substances and the abuse of alcohol.

Health Risks Associated with the Use of Alcohol

Short Term Risks

- Increased risks of accidents and injuries
- Alcohol-related traffic accidents (the leading cause of death for teens)
- Alcohol slows reaction time, decreases muscle coordination, and impairs vision
- Fatal overdose
- Unconsciousness or blackout
- Death by aspiration of vomit
- Nausea
- Gastritis

Long-Term Risks

- Increased blood pressure
- Increased risk of heart attack
- Brain damage resulting in permanent psychosis
- Cancer of the mouth, esophagus or stomach
- Liver damage (cirrhosis, alcohol hepatitis, cancer)
- Ulcers and Gastritis
- Pancreatitis
- Birth defects
- In males--testicular atrophy and breast enlargement
- In females--increased risk of breast cancer
- Prolonged, excessive drinking can shorten life span by ten to twelve years.

Health Risks Associated with the Use of Drugs

Amphetamines (Speed, Uppers)

- Malnutrition
- Hallucinations
- Dependence, psychological and sometimes physical

Deliriants (Aerosols, Lighter Fluid, Paint Thinner)

- Permanent damage to lungs, brain, liver, bone marrow
- Loss of coordination, confusion, hallucinations
- Overdose causing convulsions, death

Depressants (Barbiturates, Tranquilizers, Methaqualone)

- Confusion, depression, loss of coordination
- Dependence, physical and psychological
- Coma, death (caused by overdose)
- Can be lethal when combined with alcohol

Hallucinogens (LSD, PCP, DMT, STP, Mescaline)

- Hallucinations, panic, irrational behaviors (which can lead to increased risk of accidents, injuries)
- Tolerance overdose leading to convulsions, coma, death
- Possible birth defects in children of LSD users

Intravenous Drug Use

- Places one at risk for HIV infection (the virus causing AIDS) when needles are shared

Marijuana and Hashish

- Chronic bronchitis
- Decreased vital capacity
- Increased risk of lung cancer
- In men lower levels of testosterone and increase in abnormal sperm count

Stimulants (Cocaine)

- Painful nosebleeds and nasal erosion
- Intense "downs" that result in physical and/or emotional discomfort
- Tolerance and physical dependence can develop

Narcotics (Heroin, Morphine, Codeine, Opium)

- Malnutrition
- Hepatitis
- Loss of judgment and self-control leading to increased risk of accidents, injuries
- Dependence
- Overdose leading to convulsions, coma, death

Sanctions

The Art Institute of California – San Francisco, in all of its actions, seeks to uphold local, state and federal laws. Insofar as permitted by these laws, the The Art Institute of California - San Francisco will apply sanctions that could lead to a student being fined, suspended or expelled or an employee being disciplined, suspended or dismissed for violation of the The Art Institute of California - San Francisco standards of conduct. Students and employees may also be referred for prosecution. Disciplinary sanctions may include the completion of an appropriate rehabilitation program, at the student's or employee's expense, if necessary.

State and Federal

Federal penalties and sanctions for illegal possession of a controlled substance include the following:

First conviction: up to 1 year in prison, fine of \$1,000 to \$100,000, or both

Second conviction: at least 15 days and up to 2 years imprisonment, \$5,000 to \$250,000 fine, or both

After two drug convictions: at least 90 days and up to 3 years in prison, \$5,000 to \$250,000 fine, or both.

Special federal sentencing provisions for possession of crack cocaine include a mandatory prison term of at least 5 years and up to 20 years, fine of up to \$250,000, or both, for a first conviction if the amount of crack

exceeds 5 grams, for a second conviction if amount exceeds 3 grams, and for a third or subsequent conviction if the amount exceeds 1 gram. Additional federal sanctions may also apply including forfeiture of vehicles used to transport controlled substances, denial of federal benefits including student loans, grants, and contracts and denial or revocation of certain federal licenses and benefits.

Convictions for Drug-Related Offenses

Any student convicted of any drug-related criminal statute must notify the Director of Student Services, in writing, no later than five (5) days after such conviction regardless of where the offense occurred. This is because under federal and state laws, any student convicted of a drug-related felony offense must be denied all federal and state assistance, including Pell Grants and **Cal Grant**. However, a criminal conviction shall not be necessary to find that a student has violated these standards of conduct, and the The Art Institute of California - San Francisco need not, and ordinarily will not, defer its own actions and sanctions pending the outcome of any criminal proceeding.

Danger Signals Indicating a Drug or Alcohol Problem

Following is a listing of classic danger signals that may indicate the presence of a drug or alcohol problem:

- abrupt changes in mood or attitude
- decreased efficiency at work or at school
- frequent absences, tardiness, and/or early departures
- relationship problems with family, friends, and co-workers
- unusual outbursts of anger and hostility
- social withdrawal

Counseling

If you observe any of these changes in yourself or another student, you are encouraged to talk with a counselor, appointments are available free of charge through the Student Affairs Department or by calling 1-800-326-6142 . Abuse of alcohol or drugs can lead to dependency and addiction, with serious consequences for personal health and overall quality of life. There are drug and alcohol counseling, treatment, and rehabilitation facilities available in our area where students and employees may seek advice and treatment. The College Counselor can refer you to one that meets your needs.

The Art Institute of California – San Francisco
Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report
for 2008, 2009, 2010

INTRODUCTION

The Art Institute of California – San Francisco is providing the following information to all of its employees and students as part of The Art Institute of California – San Francisco’s (AiCA-SF) 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 the campus President at 415-276-1086 or the Dean of Student Affairs at 415-276-1004.

This is a notice that the annual Jeanne Clery Disclosure of Campus Crime and Security Act Report is currently available on the Institute’s website at: <http://www.artinstitutes.edu/san-francisco/student-consumer-information/student-services-resources.aspx>

Paper copies of the Crime Report are available on campus in the Student Affairs Office (Room 409, 10UN) or by calling the Institute at 415-276-1004

The annual Crime Report contains the following pertinent information:

- The Institute’s Safety and Security Policies;
 - The procedures for reporting a crime;
 - Security personnel at the Institute;
 - Policies for preparing the annual crime report;
 - Security and access to campus facilities;
 - Campus law enforcement;
 - Programs offered about campus security and the prevention of crime;
 - Off-campus student organizations;
 - Drug and alcohol policies;
 - Sexual assault policies and the rights of victims;
 - Information regarding registered sex offenders;
 - Emergency Notification and Evacuation Policy
- The crime statistics for the Institute’s Campus, Non-Campus Buildings and Public Property for calendar years 2008, 2009, 2010.

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

INTRODUCTION

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I. CAMPUS SECURITY AND CRIME PREVENTION POLICY

The Art Institute of California – San Francisco’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. Employees receive a copy in their employee mailbox. The report is distributed to all continuing students in the Summer Academic Quarter during the class registration process; all other incoming new students will receive a copy of the report during the Orientation program preceding their matriculation to the institution (Fall I, Fall II, Winter I, Winter II, Spring I, Spring II, Summer I, Summer II).

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 and/or the Director of Human Resources. Reports are kept in a secure location in the Student Affairs office (Room 409 of the 10UN Building). Names of victims or witnesses are not disclosed in the crime report. It is the policy of AiCA-SF 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 AiCA-SF facilities to Clark Dawood, the Dean of Student Affairs either in person or by calling 415-276-1004. If the Dean of Student Affairs is not available, you may contact John McCullough, Director of Human Resources, at 415-276-1017, or the San Francisco Police Department by dialing 911 or 415-553-0123. To report emergencies or criminal acts occurring in school-sponsored housing, students should contact the Director of Housing, at 415-276-4021 or dial 911 to report a crime or emergency requiring an immediate response.

All criminal activity reported on the campus is documented by the completion of an Incident Report submitted to the Dean of Student Affairs, and when appropriate is disclosed to local law enforcement. Criminal activity might include, but is not limited to, burglary, motor vehicle theft, aggravated assault, robbery, sexual offense, hate crimes, gender crimes or homicide.

In the event of fire or medical emergencies happening on campus, staff and employees should contact campus security at 415-276-6666 or the San Francisco Emergency Services by dialing 911.

POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS

All incidents are reported and documented on the Incident Report Form, which can be submitted to either the Dean of Student Affairs or the Director of Human Resources. Reports documenting incidents that occur in School Sponsored Housing are submitted to the Director of Residence Life and Housing, David Lee and copies of all reports are kept in a secure location in the Student Affairs and/or School Sponsored Housing Office. A summary of campus security statistics relevant to the Jeanne Clery reporting categories is submitted annually to the Dean of Student Affairs for inclusion in the annual Crime Report submission. Copies of all Reports (with the exception of those incidents that occur in School Sponsored Housing) are kept in a secure location in Student Affairs Office. The annual crime report is prepared by the Dean of Student Affairs who is responsible for gathering campus crime statistics and any data made available by local and state police

and sheriff departments and other relevant information sources.

SECURITY AND ACCESS TO THE INSTITUTE

It is the policy of The Art Institute of California – San Francisco 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 AiCA-SF 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 identification issued by The Art Institute of California – San Francisco to gain access to campus facilities at all times. Visitors are required to wear a guest identification badge while they are on campus and all individuals are expected to present valid identification upon request.

CAMPUS SAFETY AND EMERGENCY RESPONSE - ALERTFIND

In the case of emergency or some other urgent situation that requires rapid wide-scale notification of The Art Institute community, The Art Institute of California – San Francisco participates in an emergency notification alert program known as AlertFind. Students, faculty, and staff are strongly encouraged to sign up for the complementary service which will notify students of an urgent message by electronic and cellular communication in whichever manner the recipient chooses. In the event of a non-weather related closing (with the exception of severe and immediate life threatening conditions such as an earthquake or fire), an alert can be sent via voice message to home, cell, or other PDA device, personal and school email accounts, and text messages to PDA devices. Enrollment and login instructions can be found at www.MyAiCampus or www.dalaf.messageone.com; information about this system is provided to all incoming students at Orientation; by request through the Department of Student Affairs; and can be accessed on the college's websites.

Campus emergency response and evacuation procedures are publicized and distributed on an annual basis to all faculty, students, and staff. The AlertFind emergency notification system is tested on an annual basis and emergency evacuation drills are held every academic quarter.

ACCESS TO ACADEMIC BUILDINGS

A Security Desk is located at main entrances to the buildings that comprise the campus of The Art Institute of California – San Francisco: 1170 Market Street and 1130 Market Street (“campus”). After hours, the buildings are protected with electronically locked doors, surveillance systems including cameras, and every effort is made to ensure limited access to security areas. Exterior lighting is provided around the buildings. Suspicious persons are questioned and asked to leave the immediate area when needed.

SCHOOL-SPONSORED HOUSING

The Art Institute of California – San Francisco provides School Sponsored Housing for its students in one facility: The Fillmore Center Apartments. School-sponsored housing facilities are secured facilities equipped with double barrier door systems, twenty-four hour security service, exterior lighting illuminating the grounds and parking lots, and surveillance equipment that are monitored by security staff.

The security staff at the Fillmore Center can be contacted by dialing 415-931-6334. The Fillmore Center Apartments are located at 1475 Fillmore Street, city of San Francisco, San Francisco County, California. San Francisco Police can be reached by dialing 415-553-0123. In the event of an emergency or to report crimes in progress dial 911.

School Sponsored Housing has multiple layers of crisis coverage 24 hours and 7 days a week. Students, staff, etc. may contact the staff through the Resident Assistant duty phones (after hours and weekends) or the Residence Life Coordinator phones (business hours) during an emergency.

Fillmore Center Resident Assistant duty phone (student staff): 415-748-0914

Fillmore Center Residence Life Coordinator phones (professional staff): 415-276-4017 (o)/415-748-0916 (c)

Director of Residential Life and Housing phones (professional staff): 415-276-4020 (o)/415-235-3862 (c)

CAMPUS LAW ENFORCEMENT

Persons employed as security personnel on campus and security personnel at School-Sponsored Housing site, are instructed in security, security problems, specific school rules and regulations, and the proper procedures of how to enforce them. These procedures, rules and regulations are reviewed periodically by the Safety Committee to ensure that security needs of the community are being met.

Unarmed security personnel at the school buildings are there at the direction of AiCA-SF, and are to assist students, faculty and staff of AiCA-SF. No less than four members of the security staff are on duty during the hours the buildings are occupied. Security personnel are responsible for ensuring that persons entering the buildings are employees, students, invited guests, guests with a prior appointment, or guests who have legitimate business with the college. Security personnel are authorized to request identification from all individuals present on the campus or those arriving/departing the premises. They have the authority to evict unauthorized persons from the premises. Students, faculty and staff are required to carry their AiCA-SF identification badge at all times and must present it upon request of school officials or security personnel. Security personnel may not make arrests, but are instructed to promptly contact the police, the President, and the Dean of Student Affairs if the need arises.

RELATIONSHIPS WITH LOCAL AND STATE POLICE

The Art Institute of California – San Francisco is located in the city of San Francisco and San Francisco County. AiCA-SF maintains a close working relationship with the San Francisco department and the precinct Captains responsible that contain or border its campus. Periodic contact and training is initiated by AiCA-SF personnel to ensure that AiCA-SF 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 regarding incidents that may represent a continuing risk to members of the college community. Timely warning reports and notices of security concerns are provided to students, faculty, and staff via email addresses provided by the college, hard copy notices are delivered via faculty and staff mailboxes, bulletins distributed to students residing in the School Sponsored Housing sites, and are posted in and around campus when necessary.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT CAMPUS SECURITY

All new Art Institute of California – San Francisco employees and students are instructed on crime awareness, prevention, and security procedures during Orientation. Individuals are encouraged to take responsibility for their own security and the security of their fellow community members. The orientation program, which takes place for incoming students 8 times per year, includes a description of campus security policies and procedures, suggestions on how to avoid becoming a victim of crime, details of evacuation plans at the 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 names and phone numbers of the Resident Advisors, who live on the premises, in case of an emergency and provided with details and instructions regarding evacuation plans specific to School Sponsored Housing. AiCA-SF has no formal policy in place that allows victims or witnesses to report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics. However, names of victims or witnesses that provide information on criminal offenses are not disclosed in the annual disclosure of crime statistics and are maintained by the Dean of Student Affairs in a secure location.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT THE PREVENTION OF CRIMES

The Art Institute of California – San Francisco provides in-service programs designed to heighten awareness of crime and its prevention. These in-service programs are conducted during orientation by members of the campus Safety Committee, SFPD, and/or other safety consultants. Topics included in these informational programs are personal safety, living in a city, crime prevention, basic home/apartment safety, identity theft prevention strategies, responsible use of internet/network technologies, and relevant 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.

In the event that AiCA-SF is made aware that a particular criminal offense continues to be a threat to the community, whether through reports filed by students, faculty, and staff or through information obtained through relationships with local police and/or campus security personnel, it will notify the campus community by any and all appropriate venues.

Students are requested to review and familiarize themselves with the college's *Student Handbook* where sections discussing Crime Awareness and Campus Security and the Student Conduct Policy can be found. Employees are requested to review the Institute's *Employee Handbook* where information regarding Standards of Conduct and Safety can be found.

OFF-CAMPUS STUDENT ORGANIZATIONS

At the present time, The Art Institute of California – San Francisco 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 – San Francisco 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 – San Francisco also enforces state laws regarding the possession and consumption of alcohol by individuals who are not of legal drinking age. This prohibition applies while on the property of the school, residing in School Sponsored Housing, or while participating in a function sponsored by the college. 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 the Department of Student Affairs at least twice annually. Guest speakers are invited to present discussions on rape awareness, reducing the risk of being a rape victim, and what to do if you are assaulted. 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, School Sponsored Housing personnel, security, the Dean of Student Affairs, members of the Executive Committee or other AiCA-SF 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 assault.
- 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 sexual transmitted infections.
 - (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 Rape Crisis Hotline at 415-821-3222. It is open 24 hours a day and 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 and/or notify the Dean of Student Affairs. Students are also encouraged to contact the Dean of Student Affairs. If the victim requests, AiCA-SF will assist in providing on campus counseling services and/or identifying resources in the community pertaining to counseling or mental health services. Other rape crisis centers or mental health agencies available to assist a victim of sexual offenses include:

SF Women against Rape
415-647-7273

San Francisco General Hospital – designated 24-hour facility rape treatment center
Hotline: 415-206-8256
8am-5pm: 415-821-3222

DISCIPLINARY ACTION AND SANCTIONS RELATED TO SEXUAL ASSAULT

On-campus disciplinary procedures against students will be in accordance with The Art Institute of California – San Francisco 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 AiCA-SF 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

To comply with the mandated portion of California's Megan's law, the San Francisco Police Department has established the Sex Offender Index (SOI) to provide access to certain sex offender information on dedicated computers located at the Sex Offender Unit by appointment only. The computers will provide the public with photographs and descriptive information on serious sex offenders residing in California who have been convicted of committing sex crimes. Sex offenders are required by law to register with their local law enforcement agency. Information in the SOI will be updated quarterly.

In order to access this information you must call the Sex Offender Unit of the San Francisco Police Department at (415) 553-9203 and make an appointment to visit their office at 850 Bryant, Room 553, San Francisco, between the hours of 8:00 am and 5:00 pm, Monday through Friday. Information is also available on-line for the State of California at <http://www.meganslaw.ca.gov/>. Individuals who wish to view this information can access it on-line at any of the computers in the Library, or in scheduled open computer labs.

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. Below are statistics available to The Art Institute concerning the occurrence on a.) The Art Institute Campus, b.) Non-Campus Property including School-Sponsored Housing, c.) Public Property of criminal offenses in the stated categories which were reported to campus officials or local police agencies for 2008, 2009, 2010.

The first set of statistics concerns criminal offenses. The second set concerns hate-crimes, these statistics are determined by the Hate-Crime division of the San Francisco Police Department, which is responsible for information gathered from all San Francisco Police districts in 2008-2010. The third set of statistics concerns the number of arrests or referrals for campus disciplinary action for the listed categories of criminal offenses occurring in the above mentioned areas for the same time period.

These statistics are compiled annually by the Dean of Student Affairs from reports filed by students, faculty, and staff of The Art Institute of California – San Francisco, information made available by the San Francisco Police Departments, and from Incident Reports generated or turned into the following departments: Security, School Sponsored Housing, and Student Affairs. School Sponsored Housing is defined for 2008-2010: Fillmore Center Apartments at 1175 Fillmore Street. The statistics reported for 2008-2010 do not include information from the San Francisco Police departments. The department was contacted and requests for information were made on 4/11/2011 and 5/11/2011. No data has been provided to the campus at the time of this report's authoring.

Data is typically generated by reporting those incidents occurring in or within 50 feet of 1170 Market St, 50 feet of 10 1130 Market Street, 200 feet of 1535 Eddy Street (this includes all school-sponsored housing addresses in The Fillmore Center on Eddy Street), 200 feet of 1730 O'Farrell (this includes all school-sponsored housing addresses in The Fillmore Center on O'Farrell St.),

and within 30 feet of 1420 Turk St. (this includes all school-sponsored housing addresses in The Fillmore Center on Turk Street)

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**The Art Institute of California -
San Francisco**

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

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

<i>Criminal Offenses</i>	Calendar Year								
	2008			2009			2010		
	On 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	1	0	0	0	0	0	0	0	0
Non-Forcible Sex Offense	0	0	0	0	0	0	0	0	0
<i>Incest</i>	0	0	0	0	0	0	0	0	0
<i>Statutory Rape</i>	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	2
Aggravated Assault	4	0	0	6	2	0	0	0	1
Burglary	3	0	0	1	2	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	8	0	0	7	4	0	0	0	3

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 Manslaughter	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0
Forcible Sex Offense	0	0	0	0	0	0	0	0	0
Non-Forcible Sex Offense	0	0	0	0	0	0	0	0	0
<i>Incest</i>	0	0	0	0	0	0	0	0	0
<i>Statutory Rape</i>	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	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

	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	4	0	0	2	0
Drug Abuse Violations:	0	20	0	2	13	0	12	12	0
Liquor law violations	0	23	0	1	25	0	5	51	0
Totals	0	44	0	3	42	0	17	65	0

200 feet of 1535 Eddy Street (this includes all school-sponsored housing addresses in The Fillmore Center on Eddy Street), in or within 200 feet of 1730 O'Farrell (this includes all school-sponsored housing addresses in The Fillmore Center on O'Farrell St.), and in or within 200 feet of 1420 Turk St. (this includes all school-sponsored housing addresses in The Fillmore Center on Turk Street).

** Public Property: Data includes those incidents occurring in or within a 50 foot perimeter of 1170 Market Street and 1130 Market Street.

Missing Person Notification Policies and Procedures

Any student believed to be missing from School Sponsored Housing unexpectedly for 24 hours shall be immediately reported to the Dean of Student Affairs, Clark Dawood at 415-276-1004 (in the Dean's absence the campus President or Dean of Academic Affairs should be notified). It is the policy of The Art Institute of California – San Francisco 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 or instructor, employment supervisor, or anyone else with information that indicates the person is missing.

The Department of Student Affairs will begin 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 Department of Student Affairs will check student's class schedules, interview fellow students, members of the 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. In the event that the whereabouts and/or safety of a student cannot be determined local law enforcement will be contacted immediately and the Dean of Student Affairs will provide them with any/all information collected during their initial investigation.

Each student at The Art Institute of California – San Francisco can identify, through designation on their current School Sponsored Housing license agreement a person or persons that the school 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 Department of Student Affairs. This contact information is confidential and is shared only with College administrators who 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 Department of Student Affairs not be able to locate a person reported missing within twenty-four (24) hours of the report, The Department of 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, The Department 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 either:

- Campus Security for incidents occurring in or in proximity to campus (1170 and 1130 Market Street)
- School Sponsored Housing site security and/or the Director of Residence Life and Housing for incidents in School Sponsored Housing.

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 emergency exit. Any equipment that could cause a fire should be turned off before exiting if it can be done quickly and safely. All occupants will assemble at a designated location at a safe distance from the building and await further instructions. No individual will re-enter a building until clearance is given by emergency personnel, security staff, a member of the Executive Committee, or a member of the School Sponsored Housing staff.

Prohibited Items in School Sponsored Housing:

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

- Candles, incense, open flames
- hookahs
- grills or fire pits
- halogen lamps, heat lamps, or space heaters
- Smoking is prohibited in all school sponsored housing and in all academic and administrative buildings.

Community Responsibilities

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. In 2010 there were four fire drills performed at school sponsored housing and four fire/evacuation drills performed on campus, documentation is available with the Director of Residence Life and Housing and the campus Facilities Manager

Additionally, all members of the School Sponsored Housing community are required to:

- Follow any instructions of the School Sponsored Housing staff, housing site security staff, and/or fire officials during a drill or an actual alarm.
- Report any condition that creates a fire hazard (trash in the corridors or stairwells, missing fire extinguishers, blocked floor exits or stairwells, etc.) to Security or the Department of Student Affairs.
- Know where the fire extinguishers are located. Learn how to operate them. If you need training, contact the Facilities 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 or 415-553-8090 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:

- Pull the nearest fire alarm. If there is no nearby fire pull station, call 911.
- Exit the building immediately; notify those in the immediate area of the danger.
- Never use the elevator; use the stairways.
- 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.
- Assemble outside your building at the predetermined location; refer to the evacuation map posted in your kitchen.
- Follow the instructions given by the Student Affairs and/or Housing staff, security staff, and or emergency personnel.

School Sponsored Housing Fire Safety and Sprinkler Systems

Below is a listing of housing fire safety systems

Building	Smoke Detectors	Fire Extinguishers	Carbon Monoxide Detectors	Sprinkler System
The Fillmore Center	X	Throughout the Buildings	n/a	Throughout the Buildings

Program Assessment Form

Campus: AiCASF

Intended Administrative or Educational Support Objective: Educating housing students on the proper evacuation procedures for each housing site.

Means of Assessment Supporting the Objective above: We have not done any assessment in support of our objective. Plans are to begin assessing these objectives during the yearly EBI Apartment Assessment.

Facilitator(s)'s name(s) and title(s): David Lee, Director and Kevin DeMain, Residence Life Coordinator.

Title of Program	Description of Program	Assessment Tool Used	Number of Attendees
Housing Orientation	Emergency Evacuation procedures are reviewed and fire safety training is conducted.	None currently	Every housing student attends orientation – Winter: 32
Fire Safety Brochure		None currently	Every student was emailed and hand delivered the information

% that stated it was beneficial	n/a
% that stated that it was not beneficial	n/a

Summary: During housing orientation Emergency Evacuation procedures are reviewed and fire safety training is conducted. Also, during monthly apartment inspections staff ensures smoke detectors are activated and no prohibited fire hazards (listed above) are present in student apartments. The Fillmore Center also conducts health and safety checks of each apartment and manages all life and fire drills. The dates for each of the Fillmore Center initiatives have been requested, no information has been made available at the time of this report's authoring.

Lessons Learned: Need to assess the effectiveness of the current delivery of fire safety information.

David Lee, Director of Residential Life & Housing

Signature

Evacuation Procedures: Posted in all campus classrooms and public space

Evacuation Procedures

4/16/10

1. There will be notification of an emergency (i.e. audible/visual alarm, email, verbal notification, etc).
2. Everyone must evacuate the building by going to the nearest safe stairwell unless otherwise instructed by the Floor Monitor. **DO NOT USE THE ELEVATORS TO EXIT DURING AN EVACUATION.** Classroom or office doors may be shut and locked if necessary, but must be done in a timely manner, considering the safety of all persons.
3. All persons must follow instructions of the Floor Monitor immediately. Failure to do so will result in disciplinary action in accordance with the Illness and Injury Prevention Program (IIPP).
4. Instructors must escort their classes down the stairwells in an orderly manner and into UN Plaza. Instructors must bring attendance sheets and the blue evacuation clipboard.
5. Instructors are to continue to act as the leaders for their class including keeping everyone together in the stairs and on UN Plaza, taking attendance, and keeping students calm and together while waiting for the “all clear” to re-enter the building.
6. All persons must meet with the Floor Monitor holding their floor’s orange sign. The Floor Monitor may be delayed getting to the plaza as they will be the last person off of the floor.
7. All instructors must take attendance and give the name(s) of any missing persons to the Floor Monitor. All staff must be accounted for by their supervisor and/or co-workers.
8. Floor Monitors will instruct one person to take the names of any missing persons to the Safety Team Leader who will, in turn, give the information to emergency personnel.
9. Everyone must wait for an all-clear from the Safety Team Leader before re-entering the building.
10. Everyone will re-enter the building by floor, starting with the highest floor first. The Safety Team Leader will announce when your floor should go inside. Follow your floor monitor. Faculty should remain with their classes. **DO NOT USE THE EMERGENCY EXITS FOR RE-ENTRY.**

***** Every employee is responsible for knowing this information. Every instructor is responsible for sharing this information with every class, every quarter. These procedures must be followed in the event of a drill or an actual emergency situation. Any person intentionally lingering in a classroom or office, not directly reporting to United Nations Plaza, or leaving the evacuation meeting site before the all clear is given is subject to direct reprimand from the Dean of Student Affairs and the President of The Art Institute of California-San Francisco.**

CRISIS MANAGEMENT MANUAL

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Crisis Communication Process

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 The Art Institute of California – San Francisco’s Crisis Management Manual and safety and emergency plans. If any staff or faculty member believes a crisis is pending or is under way, he/she should report it immediately to Byron Chung, AiCA-SF President, who can then take appropriate action.

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

Process for Communicating During a Crisis Situation

Notify local emergency response (9-1-1)

If necessitated by the crisis, immediately take steps to secure staff, faculty, students and school property

* 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.

Notify Campus President (if he/she is not on campus or already aware of the crisis)

- a. President will notify Group Vice-President regarding situation
- b. If President is unavailable, a pre-determined (depending on nature of crisis) Executive Committee member will serve as primary contact person during the crisis.

*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.

Notify AiCA-SF Executive Committee and Director of Public Relations

- a. Once contacted, EC meets every 30 minutes (or as often as deemed appropriate) until situation is sufficiently resolved.
- b. In emergency situations, AiCA-SF students, staff and faculty are directed to call the Main Line number of AiCA-SF, 888-493-3261, where they will receive detailed information regarding the situation. When necessary, an 800 number will be provided in the AiCA-SF Main Line message routing students, staff and faculty to the ****EDMC Emergency Management Team Call Center** (see below) where they can receive additional information.

****If additional assistance is needed, President, EC will contact the **EDMC Emergency Management Team** through the Emergency Call Center 800 number [number to be provided]. The Emergency Management Team will work with AiCA-SF 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, and President of AiCA-SF. 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.

EC and Key Managers will meet (if applicable, under the direction of the EDMC Emergency Management Team) to assess potential danger either in person or by phone.

Once a decision has been made to close the school and or inform students of the situation, the phone message (AiCA-SF Main Line) will be changed using a message drafted by the President

EC and Key Managers

Students and faculty, if in the building, will be notified by the appropriate staff as to the situation and advised to take additional precautions.

Student Affairs

Students, staff and faculty with special needs (inability to get home, other) will be counseled regarding options that may be possible.

Student Affairs personnel will contact the housing students regarding the situation.

Public Relations

President will contact the local media and insure the following steps are taken to properly communicate situation to public (internal and external)

I. Identify Spokesperson

- a. Compile a list of key school contacts that may have knowledge of the crisis and/or valuable insight to lend to the situation (i.e. housing staff, security, faculty, etc.)

* Public Relations will designate a primary spokesperson to represent AiCA-SF. This person will make official statements and answer media questions throughout the crisis. A back-up to the designated spokesperson will 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.

II. 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

*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 AiCA-SF on a regular basis throughout the incident and from the

III. Develop key messages

*After the EC and Crises Management Team are 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 AiCA-SF employees, students and others
- Updated on a regular basis

IV. Update Web- or phone-based messages and/or scripting

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

V. Reach out to Media

*The nature of the situation may require media outreach and/or response. Messages developed and approved by Public Relations, President and/or EDMC 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.

General Crisis Response Guidelines and Key Points

1. Do not hesitate to call 911 in matters of life and death or if you are uncertain about the severity of a situation.
2. Security should be contacted concerning all safety and safety-related issues as soon as possible.
3. The nature of an incident will determine which AiCA-SF employees respond. This may include the President, the Executive Committee, or the Safety Team. Others will be called upon as the

situation dictates.

4. The Executive Committee members are the only ones to have contact with the media regarding crisis incidents. All inquiries by media should be directed to the President. Students should be strictly advised not to talk to the media.

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

Emergency Phone Numbers

Fire/Medical/Police	911
911 For Cell Phone Users	(925) 646-2441
Narcotics	970-3000
Property Management	637-9401
Locksmith	543-1660
CalOSHA	703-5210
Police non-emergency	553-0123
SF General Reporting	311

Executive Committee

President	Byron Chung	x 1086
Dean of Academic Affairs	Caren Meghreblian	x 1018
Director of Career Services	Donna Dessart	x 4002
Director of Human Resources	John McCullough	x 1017
Dean of Student Affairs	Clark Dawood	x 1004
Director of Admissions	Louie Garcia	x 1027
Director of AFS	Henry Pegueros	x 1035

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

Faculty and Staff Emergency Phone Tree Notification Procedure

The Art Institute of California - San Francisco may determine in case of emergency, in the event that the school must be closed, or for other significant events, to contact staff and faculty to make them aware of critical information. In order to accomplish this communication, the following procedure will be followed:

Phone Tree Directory – Compilation and Distribution

1. Executive Committee (EC) members will be responsible for collecting current phone numbers from the staff and/or faculty within their departments and submitting that information to the Director of Facilities no later than the 2nd Monday of each quarter. EC members will maintain two hard copies for themselves; one to be kept at home and one to be kept on campus. This information should be kept with their hard copies of the Crisis Management Manual, both at home and on campus.
2. Because Academic Affairs includes such a large number of staff and faculty, it will be the responsibility of Academic Directors to collect current phone numbers from the staff and/or faculty within their departments and submit that information to the Director of Facilities no later than the 2nd Monday each quarter. Academic Directors will maintain two hard copies for themselves; one to be kept at home and one to be kept on campus. This information should be kept with their hard copies of the Crisis Management Manual, both at home and on campus. The Dean of Academic Affairs will assume responsibility all other staff and/or faculty.
3. The Director of Facilities will compile a master directory and will maintain two hard copies; one to be kept at home and one to be kept on campus. This information should be kept with the hard copies of the Crisis Management Manual, both at home and on campus. The Director of Facilities will also provide the Director of Human Resources with a master directory.

Phone Tree Directory – Implementation and Use

1. The EC initiates the phone tree as prescribed by the procedures outlined in the Crisis Management Manual. The Dean of Academic Affairs is to notify the Academic Directors to implement their phone tree.
2. The EC and Academic Directors contact their direct reports (staff and/or faculty) to provide information about the current situation (i.e. emergency closure of campus), and instruct staff and/or faculty to utilize the main phone number to the school in order to receive additional updates/information. The main phone number for the school is 415-865-0198 or 888-493-3261 (toll-free).
3. The department heads (the EC members' and Academic Directors' direct reports) then contact the staff and/or faculty members within their department.
4. In the event that an EC member or Academic Director is unavailable, the Director of Human Resources will assume responsibility for contacting the staff and/or faculty in that department.

Exposure to Body Substances

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

CRISIS MANAGEMENT OUTLINE:

Universal precautions will be observed by all AiCASF 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.

- 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 the Facilities supply closet.
- Blood and body substance spills are to be promptly cleaned up by gloved personnel using a bleach solution. Contact Maintenance for clean-up.
- 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 Maintenance 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 Maintenance for removal and disposal in a “sharps container”. Hypodermic needles should be handled carefully with tongs and gloved hands.
- **An Incident Report Form should be completed, if appropriate.**

Contact with Body Substances

CRISIS: 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:

- Follow medical emergency procedures as necessary. This may include calling 911 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.
- Call Maintenance to clean up area.
- Complete an Incident Report Form.

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

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. 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 another Executive Committee member.
7. The President (or designee) will contact Security at 431-3857 and/or the 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. Public Relations 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 Director of Facilities.

Suspicious Package Observed

1. If you spot a suspicious object, package, etc. report it to 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 should be filled out by the person who spotted the package and/or the Director of Facilities.

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.
- Security and the President (or designee) should 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 is allowed back into the building until the police authorize it.
- The President (or designee) appoints an AiCA-SF liaison. All communications with the authorities will be made by 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 Security, Executive Committee members, and department directors.
- The President (or designee) will provide a copy of the floor plan of the building to the police.
- If the situation involves an assailant on the grounds, key personnel will go to 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.
- Public Relations will instruct the front desk receptionists on how to respond to phone calls regarding the situation.
- Public Relations 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 a crisis response team and given time to talk prior to dismissal. The emergency services/counselors can arrange for the teams.
- If injuries and/or deaths are involved:
 - A. Family members of all casualty victims are notified as soon as possible. The Dean of Student Affairs will coordinate this communication.
 - B. Follow procedures under “ Medical Emergency” and/or “Death of a Student/Employee”
- Public Relations will set up a phone line providing information to those calling for information.
- An Incident Report Form will be completed and filed.
- Corporate Human Resources 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.

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 or Student Affairs. 911 should be called immediately if the situation is dangerous or escalating.
- Security will gather information and complete an Incident Report Form.
- 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, Security should immediately inform the Dean of Student Affairs for further investigation and disciplinary action.
- A "Public" statement will be developed by Public Relations 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.

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 or Student Services. 911 should be called immediately if it is a serious assault.
- Human Resources or Student Services will gather information, notify the President and complete an Incident Report Form.
- Campus authorities can assist a student in reporting violations at the student's request.
- If the alleged perpetrator is a student, Security will immediately inform the Dean of Student Affairs for further investigation and disciplinary action.
- Contact information or Counselors will be made 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 Dean of Student Affairs, 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.

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 location (Library), report it to Security.
- If the victim chooses, he or she is encouraged to file a report with the San Francisco Police Department at 553-0123.
- The victim should complete an Incident Report Form.
- The victim will check back at the Lost and Found location.

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.
- Security and 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 (or designee) appoints an AiCA-SF 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 Security, Executive Committee members, and Department Directors.
- The President (or designee) will provide a copy of the floor plan of the building to the Police.
- If the situation involves an assailant on the grounds, key personnel will go to 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.
- Public Relations will instruct the front desk receptionists on how to respond to phone calls regarding the situation.
- Public Relations 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 a crisis response team and given time to talk prior to dismissal. The emergency services personnel and/or the counselors can arrange for the teams.
- If injuries and/ or deaths are involved:
 - A. Family members of all casualty victims are notified as soon as possible. The Dean of Student Affairs will coordinate this communication.
 - B. Follow procedures under “Medical Emergency” and/or “Death of a Student/Employee.”
- Set up a phone line providing information to those calling for information.
- An Incident Report Form should be completed and filed, including names of all witnesses.
- Corporate Human Resources 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.

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.

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.

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 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 the AiCA-SF reception desk of the situation and location to assist with directing emergency personnel.
- Notify your Executive Committee member of the situation, who will then notify the President and other members as needed.
- Have someone wait by the building entrance to meet and guide the police and other emergency personnel.
- 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 or Executive Committee member. All media communications will be through the Public Relations.

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” and “Death of a Student/Employee.”
- An Incident Report Form 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. Public Relations will prepare a “public” statement.
- If appropriate, the Corporate Office and Legal Counsel should be advised of the situation.

Death of an Employee

CRISIS: An AICA-SF 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 President's office sends flowers or "in lieu of" to the family.
- 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.
- 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 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

CRISIS: An AiCA-SF student dies.

CRISIS MANAGEMENT OUTLINE:

- Notify the President immediately who, in turn, will notify the remaining Executive Committee members and the Chairman of the Board of Trustees.
- 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 the student is an international student, notify their country's embassy. 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.
- Inform Public Relations. Public Relations should handle all contact with the media.
- If there is a student with an identical name, AiCA-SF should ask the student to call his/her relatives so they will not be alarmed by a news release.
- Work with the Director of Public Relations to develop a "public" statement and give copies to each of the Executive Committee members.
- Notify the student's Academic Department Director and instructors, the Registrar, Directors of Student Financial Services, Accounting.
- 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, AiCA-SF 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.
- Determine who will be responsible for serving as host to the family while on campus.

- Consider the appropriateness of a campus memorial service.
- Be prepared to explain to the family (a) institutional policies on tuition refunds, (c) how memorial scholarships are established, (d) what costs AiCA-SF 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.

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:

Per 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 a counselor. If a counselor is unavailable, forward the call to the Dean of Student Affairs.
- The counselor will get information about the family member from the caller.
- The counselor will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The counselor will provide emotional assistance to the student as needed. The counselor may also assist the student with arrangements for getting home.
- The counselor 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 counselor 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.
- 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.
- Follow the procedures for “Medical Emergency.”
- Those observing the situation should complete an Incident Report 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 will initiate action if an employee.
- A “public” statement will be developed by Public Relations, in consultation with the Executive Committee.

Long Term/Preventative

- Ongoing training for staff, faculty, Housing staff and students on AiCA-SF’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.

Under the Influence

CRISIS: A person is acting drunk, high, 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, a counselor 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 counselor. 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 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 will take action.
- Counselors may be utilized in appropriate situations for counseling and/or referrals.

Long Term/Preventative

- Ongoing training for staff, faculty, Housing staff and students on AiCA-SF'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.

Earthquake Disaster Plan

CRISIS: Since AiCA-SF is located in a major earthquake zone, it is probable that the area may be subject to ground shaking from an earthquake, ranging between 3 to 7 on the Richter scale. It is conceivable that AiCA-SF 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

- If indoors, stay there. Crouch under a desk or table or stand in a corner, or in an inside doorway, away from windows, glass and outside walls. Do not use elevators. Do not rush for the doors. Do not rush outside. Move away from display shelves containing objects that could fall.
- If outdoors, get into an open area away from trees, buildings, walls, and power lines.
- If driving, pull over to the side of the road and stop. Avoid overpasses/underpasses and power lines. Stay in your vehicle until the shaking is over.
- After the shock subsides, get out of the building, well clear of any structures or trees. Please keep in mind that severe aftershocks may result from a large earthquake. You should remain in a duck and cover position until aftershocks have stopped.
- Proceed calmly to exits. Choose your exits carefully if possible. Follow emergency evacuation procedures. Do not use elevators.
- Do not re-enter the building until advised to do so.

After the Earthquake (0-48 hours)

- AiCASF 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” when evacuation or relocation of people is necessary.
- Announcements will also contain information such as not using noted 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.

- The President (or Executive Committee member designee) will initiate the Faculty and Staff Emergency Phone Tree Notification Procedure to notify staff and faculty of the situation. The Dean of Student Affairs will utilize the student AlertFind and email system to notify the student community of the situation and direct students to utilize the main phone number (415-865-0198 or 888-493-3261 – toll-free) to receive additional updates/information.
- 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.
- 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 Public Relations 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.**

Emergency Evacuation Plan

CRISIS: A fire, bomb threat, hazardous materials leak, earthquake, tornado, or other emergency requires evacuation of the campus building (1170 Market Street and/or 1130 Market Street).

CRISIS MANAGEMENT OUTLINE:

- Stay calm. Stop work immediately. Grab your valuables but do not pack up supplies or save 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 head a minimum of 100 feet from the building. 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 person to check that all offices, classrooms and restrooms are evacuated (the Floor Manager). They are:

Lower Level Day

Damian Hutchinson/Courtney Cummins

First Floor Day

Anastasia Coussoulis/Louie Garcia

Second Floor Day

Faculty

Third Floor Day

Ed Harrison/Gary Jackson

Fourth Floor Day

Eric Ng/TBD

Fifth Floor Day

Long Nguyen/Justine Nguyen

Sixth Floor Day

Clark Dawood/Counseling

Seventh Floor Day

Laura delaRoz/Caren Meghreblian

1145 Market Day

Denise Hall/Jon Ruiz

10 UN Plaza Day

Josie Andrews/Amy Gilgan

Lower Level Evening

Faculty

First Floor Evening

Receptionist/ADAs

Second Floor Evening

Faculty

Third Floor Evening

Faculty

Fourth Floor Evening

SFS/Faculty

Fifth Floor Evening

Faculty

Sixth Floor Evening

Faculty

Seventh Floor Evening

Faculty

1145 Market Evening

Faculty

10 UN Plaza Evening

Faculty

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 you down the stairs unless conditions in the stairwell become threatening. If conditions deteriorate, the assistants can then carry you 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)

- The President (or Executive Committee member designee) will initiate the Faculty and Staff Emergency Phone Tree Notification Procedure to notify staff and faculty of the situation. The Dean of Student Affairs will utilize the student email and AlertFind system to notify the student community of the situation and direct students to utilize the main phone number (415-865-0198 or 888-493-3261 – toll-free) to receive additional updates/information.
- 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 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. Under the direction of Public Relations, 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.
- 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 (415-427-8000). If needed, call the SFPD non-emergency line (415-553-0123) for additional resources.
- Student Affairs 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 Public Relations.
- 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. Be sure you are using the proper extinguisher for the type of fire you are fighting. If you are not sure, read the instructions on the extinguisher.
- Call Security. Give your name, telephone number, and location of the fire.
- 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.
- If it is safe, post Security at the doors to warn others who may try to enter the building after the alarm stops.
- 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.
- The President (or Executive Committee member designee) will initiate the Faculty and Staff Emergency Phone Tree Notification Procedure to notify staff and faculty of the situation. The Dean of Student Affairs will utilize the student email and Alertfind system to notify the student community of the situation and direct students to utilize the main phone number (415-865-0198 or 888-493-3261 – toll-free) to receive additional updates/information.

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 should contact the Dean of Student Affairs (or designee) and/or the Director of Human Resources with as much information about the incident as possible.
- 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 Faculty Development Coordinator 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 (276-4100), 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.
- Do not re-enter the building until instructed to do so.
- The President (or Executive Committee member designee) will initiate the Faculty and Staff Emergency Phone Tree Notification Procedure to notify staff and faculty of the situation. The Dean of Student Affairs will utilize the student email and Alertfind system to notify the student community of the situation and direct students to utilize the main phone number (415-865-0198 or 888-493-3261 – toll-free) to receive additional updates/information.

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 Director of Public Relations of students attending AiCA-SF 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 AiCASF 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 Public Relations.
- Optional: Organize students to actively help out country members (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 and the Director of Facilities. S/He will immediately contact the elevator repair service to ensure someone is sent immediately.
- The Director of Facilities will assist with calming those inside the elevator, informing them that repair technician has been notified and that the elevator will be repaired shortly. Instruct those trapped not to try to pry the doors open or otherwise crawl out of the elevator.

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 San Francisco Police/Emergency Services (911) notifying them of the situation immediately. The Director of Facilities 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.
- Call the elevator repair service immediately as well. Ensure they are responding, and then inform the Executive Committee of the situation. The remaining elevator should be keyed off or shut down.
- The Dean of Student Affairs may contact counselors to support those affected by the incident.
- 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.
- 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.
- President (or Executive Committee representative) will prepare a statement for the public and for AiCASF 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 Director of Facilities if s/he is not onsite.
- Security 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.
- Security 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 President (or Executive Committee member designee) will initiate the Faculty and Staff Emergency Phone Tree Notification Procedure to notify staff and faculty of the situation. The Dean of Student Affairs will utilize the student email and Alertfind system to notify the student community of the situation and direct students to utilize the main phone number (415-865-0198 or 888-493-3261 – toll-free) to receive additional updates/information.
- The internal school phone system will be suspended in the event of a power outage. Pay phones may be operable as well as direct lines from fax machines. 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).
- AiCA-SF personnel will check on all disabled, ill, or injured students who might require special assistance.
- It may be determined to evacuate the building. The Executive Committee 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. 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.
- Security should be notified next and told what and where the emergency is so they can direct the medics upon arrival. If possible, have someone wait by the entrance to meet and guide the arriving emergency crew.
- 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 AiCA-SF 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 AiCA-SF personnel should administer medical assistance to persons on AiCA-SF property. All employees should follow the procedures for “Body Substances” if blood, vomit, or other bodily fluids are involved.
- If needed, contact parent, guardian or partner of student, or partner/relative of employee.
- 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 in the Library.

- The AiCA-SF employee initiating the emergency medical treatment request will complete an Incident Report Form 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.
- Public Relations should be notified of situation if appropriate.

Serious situations but not life-threatening

- If the person can be moved, carefully assist them to a private space.
- Only trained and designated AiCA-SF personnel should administer medical assistance to persons on AiCA-SF property. All employees should follow procedures for “Exposure to Body Substances” precautions if blood, vomit or other bodily fluids are involved.
- 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 AiCA-SF employee assisting the injured party will complete an Incident Report Form 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.

APPENDIX

Appendix A



Incident Report Form

Date and time incident occurred:	_____
Date incident reported:	_____
Name of person reporting incident:	_____
Address _____	Phone # _____
Email _____	
Location incident occurred:	_____

List of people involved in incident:

Name _____	Address _____	Phone # _____	_____
Name _____	Address _____	Phone # _____	_____
Name _____	Address _____	Phone # _____	_____
Name _____	Address _____	Phone # _____	_____

(Please put any additional names on back of form.)

Appendix B

Back-up Coverage

CRISIS: The Admin Server crashes.

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: _____

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

**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 on 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. Give 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, has 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

Crisis Management Service Providers

CALL 911 if there is any emergency that involves immediate threat to persons or property.

Police (non-emergency) (415) 553-0123

San Francisco Department of Public Health

101 Grove Street, Room 408

San Francisco, CA 94102

Main phone number:

(415) 554-2830

Hours = Weekdays, 8 a.m. to 5 p.m., excluding holidays

Other Contact Information

- Communicable disease reporting: (415) 554-2830
- Food poisoning reporting: (415) 554-2830
- Influenza hotline: (415) 554-2681
- Animal bite reporting: (415) 554-2830
- FAX machine: (415) 554-2848

Other Health related numbers:

Community Health Network Referral & Assistance (415) 206-5166

San Francisco General Hospital (415) 206-8000

Laguna Honda Hospital (415) 664-1580

DPH Substance Abuse Hotline 1-800-750-2727

AIDS Clinic, S.F. General Hospital (415) 476-0828

DPH Poison Control 1-800-876-4766

DPH Primary Care Clinics (415) 206-5166

HIV Postexposure Prevention Project (415) 502-5737

Infectious Disease Clinic, S.F. General Hospital (415) 206-8492

Medical Clinic, S.F. General Hospital (415) 206-8492

San Francisco City STD Clinic (415) 487-5500

Tuberculosis Clinic, TB Control Section (415) 206-8524

Mental Health related numbers:

Psychiatric Emergency Services: (415) 206-8125

Mobile Crisis Team: (415) 255-3610

Comprehensive Child Crisis: (415) 970-3800

Westside Community Crisis: (415) 353-5050

S.F. Suicide Prevention: (415) 781-0500

DPH Suicide Prevention: (415) 362-3400

DPH Mental Health 1-888-246-3333

Useful websites

General Emergency Preparedness

[American Red Cross <http://www.redcross.org/services/disaster/beprepared>](http://www.redcross.org/services/disaster/beprepared) (www.redcross.org/services/disaster/beprepared/)

[Federal Emergency Management Agency <http://www.fema.gov/pte/cfp.htm>](http://www.fema.gov/pte/cfp.htm) (www.fema.gov/pte/cfp.htm)

Earthquake

[State OES <http://www.oes.ca.gov/CEPM2001.nsf/htmlmedia/pdfs.html>](http://www.oes.ca.gov/CEPM2001.nsf/htmlmedia/pdfs.html) (www.oes.ca.gov/CEPM2001.nsf/htmlmedia/pdfs.html)

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

Winter Weather/Floods

[State OES </oeshomep.nsf/10884826d3b7edaa882565f0005adc7f/3b51ad389dc156ac88256515005a76bc?OpenDocument>](http://www.oes.ca.gov/oeshomep.nsf/10884826d3b7edaa882565f0005adc7f/3b51ad389dc156ac88256515005a76bc?OpenDocument)

[National Weather Service <http://www.nws.noaa.gov/om/severeweather/index.shtml>](http://www.nws.noaa.gov/om/severeweather/index.shtml) (www.nws.noaa.gov/om/severeweather/index.shtml)

Fire

[California Department of Forestry and Fire Protection <http://www.cdf.ca.gov/Education/FireSafety.asp>](http://www.cdf.ca.gov/Education/FireSafety.asp)

Appendix E

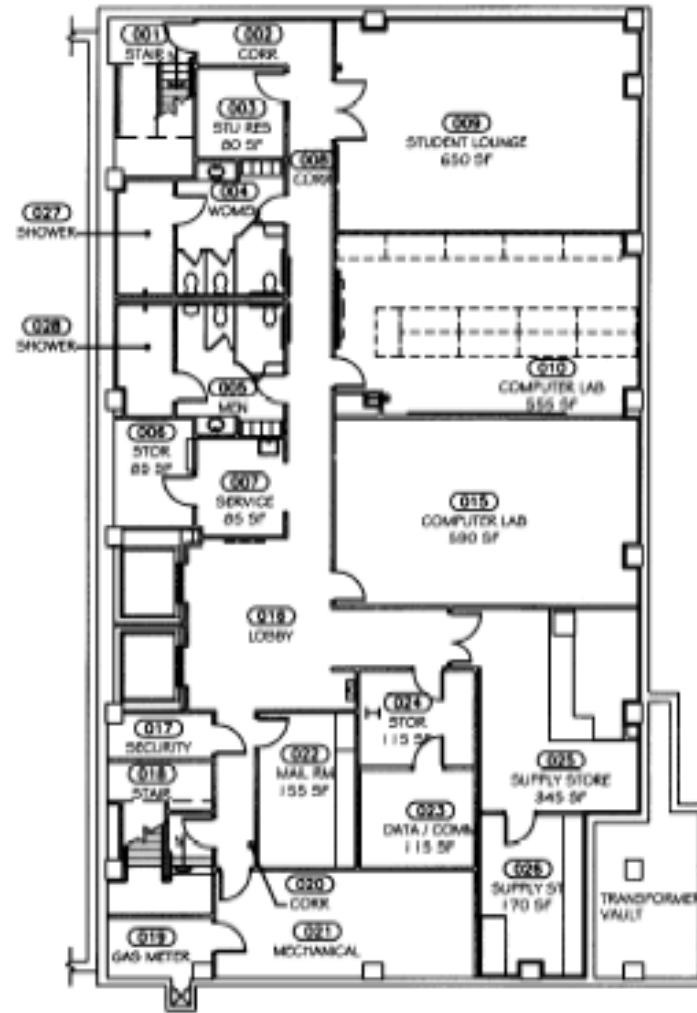
First Aid Kits

First Aid Kits are available on the 7th and 1st floors of 1170 Market Street, the 9th floor of 1145 Market Street, and the 2nd floor of 10 UN Plaza. 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:

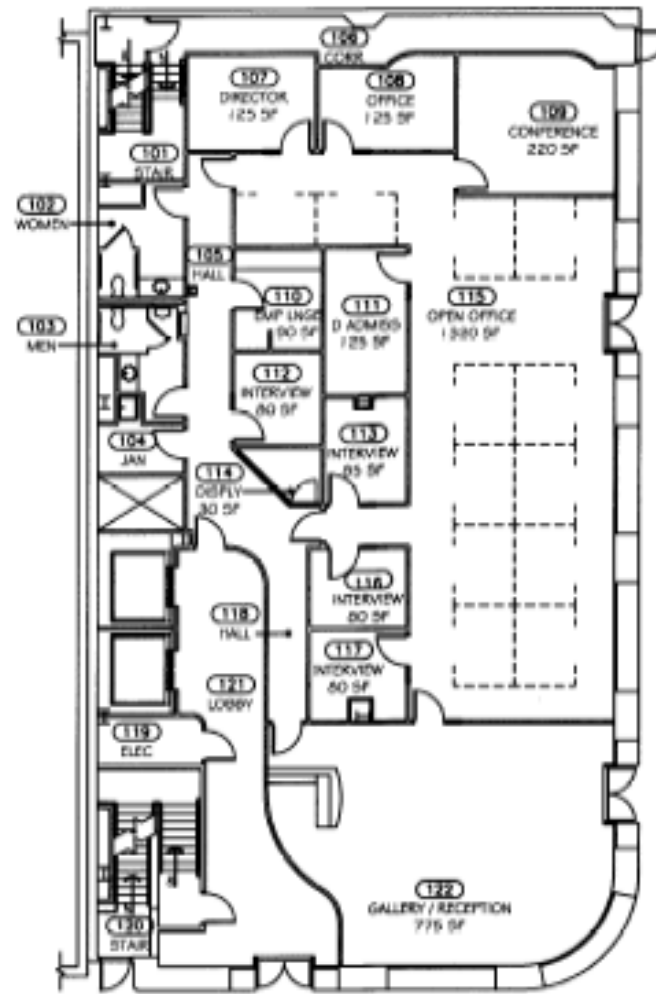
Seventh Floor:	Human Resources Office, Room 726
10 UN Plaza	Inside of Room 409 and Library and Faculty Workroom

Floor Plans – 1170 Market Street



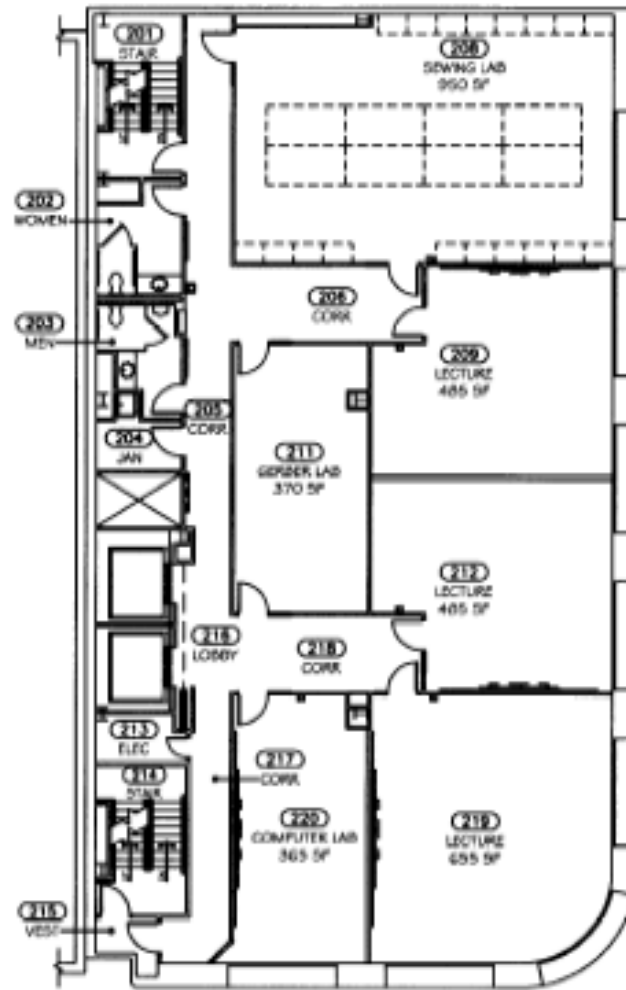
GND FLOOR

5,505 SQ FT



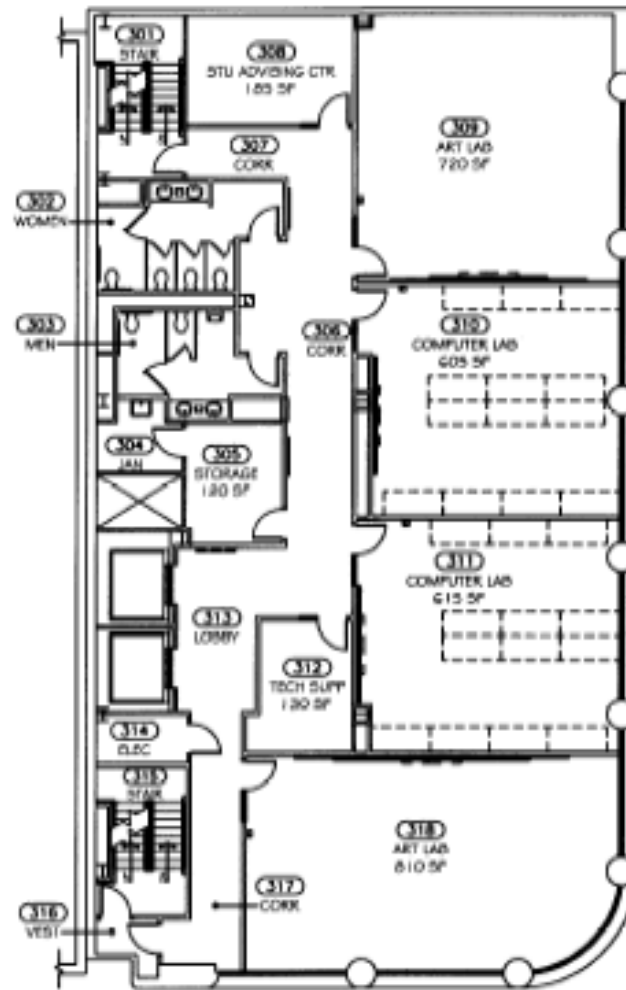
1ST FLOOR

5,500 SQ FT



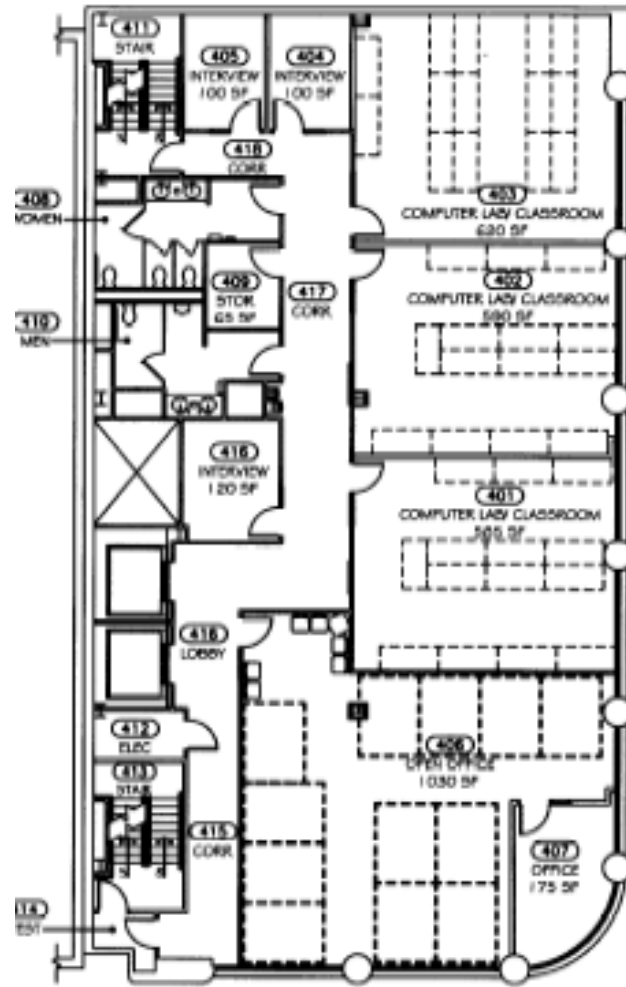
2ND FLOOR

5,555 SQ FT



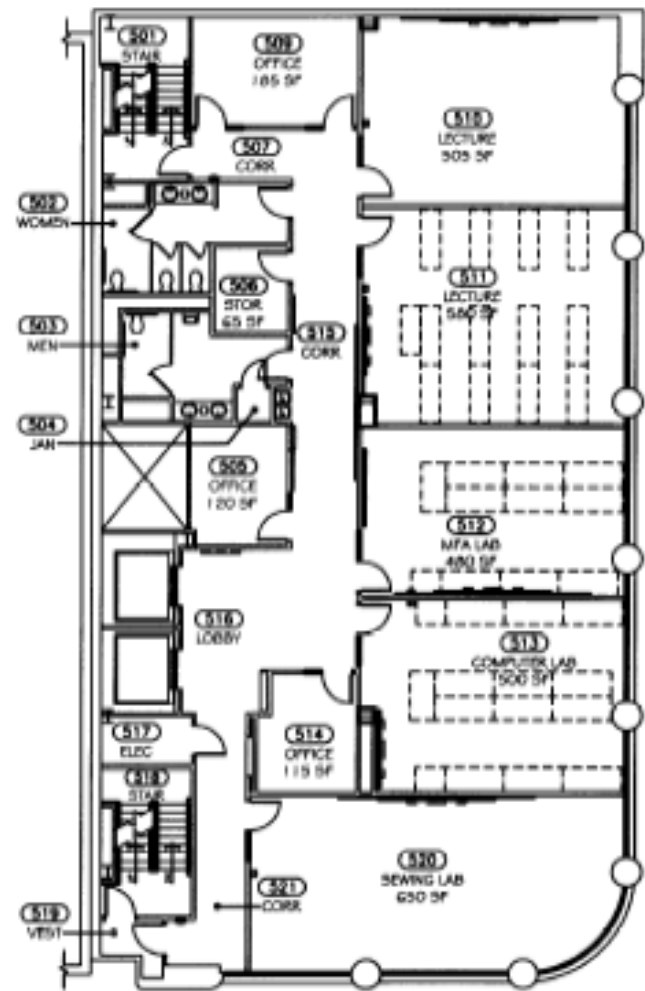
3RD FLOOR

5,365 SQ FT



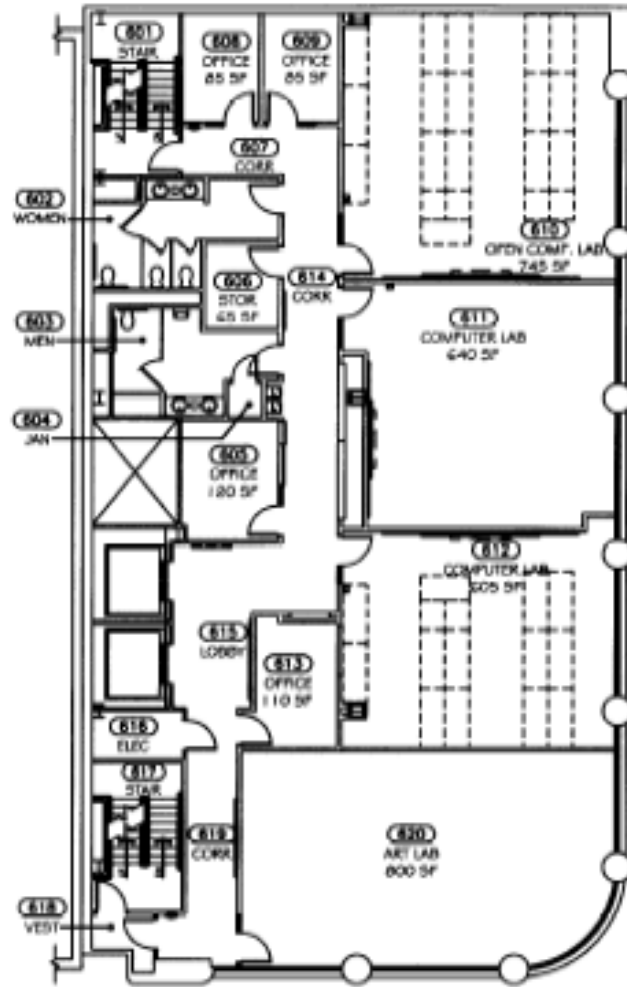
4TH FLOOR

5,365 SQ FT



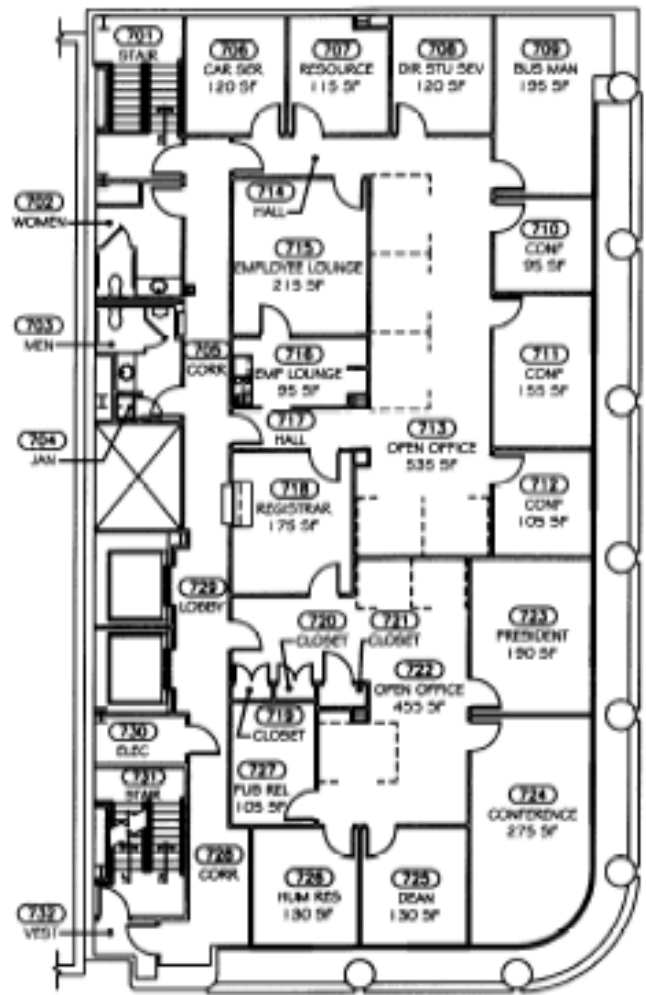
5TH FLOOR

5,365 SQ FT



6TH FLOOR

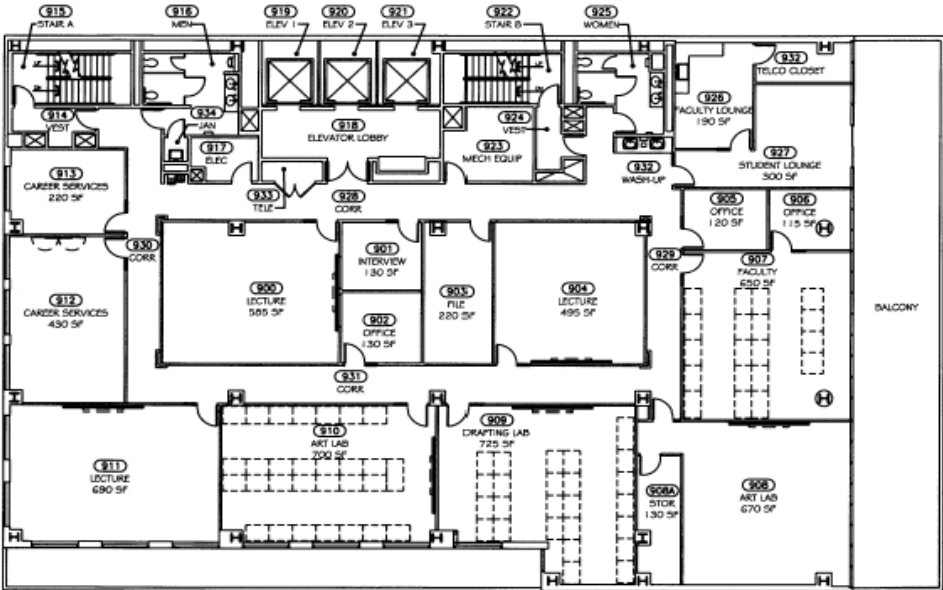
5,365 SQ FT



7TH FLOOR

5,040 SQ FT

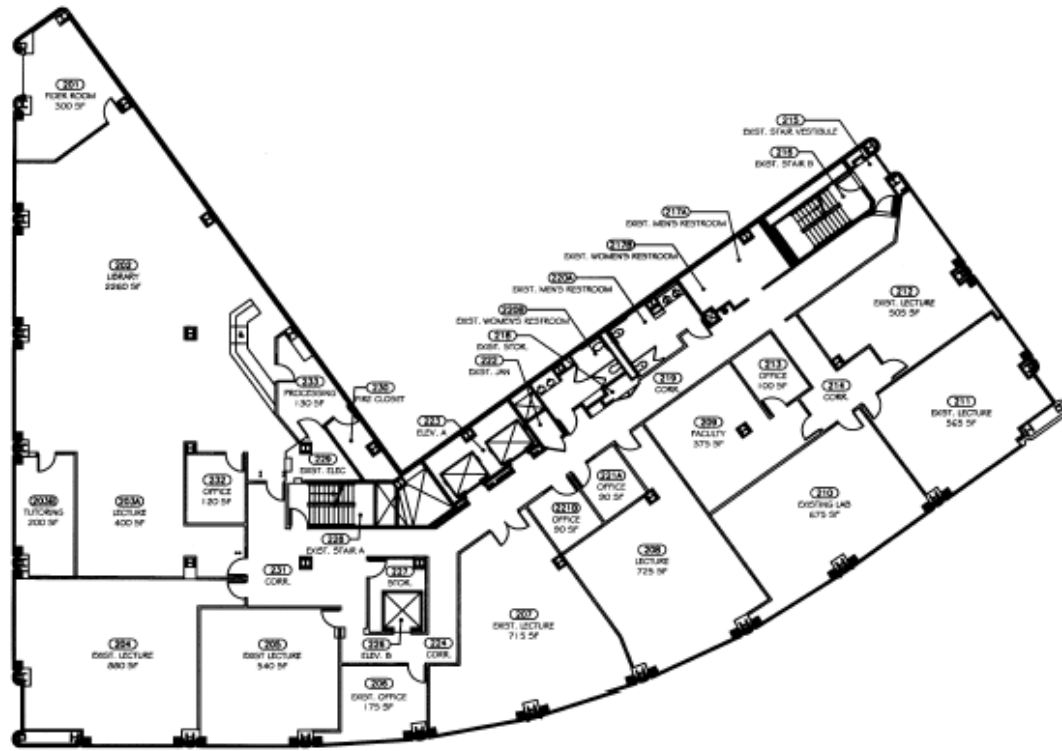
Floor Plans – 1145 Market Street



9TH FLOOR

10,465 SQ FT

Floor Plans – 10 UN Plaza



2ND FLOOR

12,745 SQ FT

Consulates

Brazil

300 Montgomery Street, Suite 900
San Francisco, CA 94104
Tel: (415) 981-8170
Fax: (415) 981-3628

Canada

555 Montgomery Street
Suite 1288
San Francisco, CA 94111
Tel: (415) 834-3180
Fax: (415) 834-3189

China

1450 Laguna Street
San Francisco, CA 94115
Tel: (415) 674-2900
Fax: (415) 563-0494

Egypt

3001 Pacific Ave.
San Francisco, California 94115
Tel. (415) 346-9700 / 346-9702 / 346-7352
Fax (415) 346-9480

France

540, Bush Street –
San Francisco CA, 94108
Tel: (415) 616-4910 between 9 and 12 noon and 2 and 5pm
Fax number: (415) 397-7843

India

540 Arguello Boulevard
San Francisco, CA 94118
Tel: (415) 668-0662
Fax: (415) 668-7968

Italy

2590 Webster Street
San Francisco, CA 94115
Tel: (415) 931 4924
Fax: (415) 931 7205

Japan

50 Fremont Street, Suite 2200
San Francisco, California 94105
Tel: (415) 777-3533
Fax (415) 777-0518

Russia

2790 Green Street
San Francisco, California 94123
Tel: (415) 202-9800, 202-9801, 928-6878
Visa Desk: (415) 929-0862; 415-775-6287
Fax: (415) 929-0306

Sweden

120 Montgomery Street, Suite 2175,
San Francisco, CA 94104
Tel: (415) 788.2631
Fax: (415) 788.6841

Korea

3500 Clay Street
San Francisco, CA 94118
Tel: (415) 921 -2251
Fax: (415) 921 -5946

Mexico

532 Folsom St
San Francisco, CA 94105
(Between 1st and 2nd St)
BART station Montgomery
Tel: 415-354-1700
Fax: (415) 495-3971
Business Hours are:
From 7:30 to 12:30

Appendix H

Local Hospitals and Clinics

Saint Francis Hospital	900 Hyde Street	353-6300
St. Mary's Hospital	450 Stanyan Street	668-1000
St. Luke's Hospital	Cesar Chavez and Valencia	647-8600
California Pacific	(Davies) Castro & Duboce	600-5555
California Pacific	(Pacific) 2333 Buchanan	600-3333
UCSF	505 Parnassus	353-1037

Appendix I

Accommodations

Abigail Hotel*	246 McAllister	861-9728
S.F. Hilton **	333 O'Farrell	771-1400
Holiday Inn Civic Center**	50 Eighth Street	626-6103
Marriott Moscone Center ***	55 Fourth Street	896-1600
Hotel Whitcomb **	1231 Market Street	626-8000
Travelodge Central **	1707 Market Street	621-6775

*	Inexpensive	\$75. - \$100.
**	Moderate	\$101. - \$139.
***	Expensive	\$140. - \$300.

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 Julia Anable in room 608. A formal announcement will be made at a later time 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)/the (title) at AiCASF for the past (#) years. Memorial services are yet to be determined. John McCullough, 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.

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: _____

Date/Time Notified: _____

Next-of-Kin (Spouse or Other)

Name: _____

Address: _____

City: _____

Telephone: _____

Date/Time Notified: _____

Next-of-Kin notified By: _____

Position of Notifier: _____

Notification of AiCASF/Community

Person receiving Notice: _____

Date: _____

President: _____

Director of Housing: _____

Roommates: _____

Notified by: _____

Resident Staff: _____

Boy/Girlfriend: _____

Special Interest: _____

Persons: _____

Int'l Student Advisor: _____

Public Relations: _____

Corporate Legal Counsel (by President): _____

Executive Committee (by President): _____

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 Security at 415-431-3857 and/or the Director of Facilities at 415-637-9401, other Executive Committee members, and the Director of Public Relations.
- 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.
- 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 Trolley/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.

