

CRISIS MANAGEMENT PLAN

2010/
2011

Argosy University
San Francisco Bay Area

1005 Atlantic Avenue, Alameda, CA 94501

Table of Contents

Crisis Management Plan Contacts	6
Members, Media and Emergency Service Providers	6
Crisis Management Team Members	6
Media Contacts	6
Emergency Response Contacts	6
Crisis Management Plan	7
Purpose	7
Overview of Crisis Management	7
Crisis Management Team (CMT) Members	7
Crisis Management Team (CMT) Alternative Members	8
Department/Employee Telephone Notification	Error! Bookmark not defined.
Crisis Media Management: Step-by-Step Procedure	8
Step One: Channel the Information	8
Step Two: Assemble the Crisis Management Team	8
Step Three: Define the Crisis	9
Step Four: Prepare the Message	9
Step Five: Establish Communication Systems	9
Step Six: Crisis Audit	10
Emergency Situation Instructions	11
First Aid and Obtaining Outside Medical Assistance	11
Basic First Aid Procedures	11
Identified First Aid Stations	11
If Outside Medical Assistance is Required Call 911	12
Notifying Family Members of an Employee/Student Injury or Illness	13
Fire	13
Crisis: A fire is discovered in the campus	13
Fire extinguisher Locations	13
Earthquake	14
Be Prepared	14
Indoors	14
Outdoors	14
Fights	15
Incidents Involving Substance Abuse	15
Under the Influence	15
Long Term/Preventative:	15
When An Employee Suspects or Witnesses A Crime	15

Bomb Threat Procedure	16
Remain calm	16
Suspicious Package is Observed	17
Biohazards	17
Crisis: Employee or student is exposed to blood, vomit, or other potentially infectious substances.	17
Biological Threats	18
Anthrax: What to do if you suspect exposure to anthrax	18
Crimes Against a Person	18
Crisis: A sexual assault occurs on campus	18
Long Term/Preventative:	19
Weapons on Campus	19
Crisis: Student, employees, or visitor has a weapon on campus, such as a gun or knife	19
Non-threatening situation: Possession of weapon is noted	19
Threatening situations: A weapon is shown in a menacing manner on campus.	19
Violent Incident on Campus	20
Crisis: A violent incident occurs on campus, such as gunfire or a stabbing	20
Once the immediate crisis is resolved:	20
If injuries and/or death are involved:	20
Long-term:	21
Death On Campus	21
Employee Death	21
Death of a Student's Family Member	22
If the student is an international student:	22
Death of a Student: Director of Student Services Procedures	22
Follow-up:	23
CAMPUS CLOSURE AND EVACUATION PROCEDURES	24
<hr/>	
Campus Closure Due to Unsafe Conditions	24
Extreme inclement weather conditions, loss of water or electricity for an extended time, or gas line break	24
Evacuation Procedure	24
Emergency Notification	25
Suggested announcement:	26
Suggested Exit Routes (see Appendix A for copies of Emergency Exit Routes)	26
Instructions for the Physically Challenged:	26
Emergency Contingency Plan/Relocation	26
Short-Term (0–48 hours):	27
If emergency shelter is needed:	27
After the Crisis (48+ Hours)	27

APPENDIX A

Emergency Phone Tree	Error! Bookmark not defined.
Documentation Memo	30
First Floor Emergency Exits	31
Second Floor Emergency Exits	32
HOW TO DEAL WITH AND RECORD A BOMB THREAT	33
FBI Bomb Data Center Data Sheet	33

Crisis Management Plan Contacts

Members, Media and Emergency Service Providers

Crisis Management Team Members

Position	Name	Home Phone	Cell
President & Acting Director of Public Relations	Richard Boorum		510-220-1947
Business Manager	Michael Toliver		510-846-0741
Director of Student Services	Lewis Bundy	510-562-9465	510-289-8928
Director of Admissions	John Stofan	---	510-932-1962
Associate Director of IT	Glenn Roncal	415-752.3984	510-672-1009
Human Resources Manager	Sophia Warith	---	510-755-9840
V.P. Academic Affairs	Gladys Ato	---	415-407-6462

Media Contacts

Entity	Contact	Phone	Fax	Website
KLLC –Radio Alice FM 97.3	Chris Mays	765-4097 / 800-400-3697	415-781-3697	
KISQ – FM 98.1		415-356-5500	877-547-7329	
KFOG FM 97.7		415-817-5364	415-995-7007	Kfog.com
NBC 11 –KNTV		408-432-4780	408-432-4425	newstips@nbc11.com
CBS 5 –KPIX		415-765-8717	415-765-8916	
ABC 7 –KGO		877-222-7777	415-956-6402	
FOX 2 –KTVU		510-834-1212	510-451-2610	

Emergency Response Contacts

Category	Contact	Phone	Cell
Property management (landscaping/interior only)	Legacy Partners, Emergency 24 hr	800-901-7702	
Owner, 1005 Atlantic	Robert (Bob Siska)	415-285-2573	
City Wide Information	City of Alameda	510-747-4800	
	Disaster Services	510-595-4441	
	Fire Department	510-337-2100	
	Police Department (non emergency / emergency)	510-337-8340	510-667-7721
Alarm System	Sonitrol (Acct# 2818)	510-537-1122	
Guard Service	Securitas Inc.	510-568-6818	
Janitorial Service	Integrated Cleaning Solutions	415-821-6757	
Elevator Repair Service	Thyssenkrupp Elevator	501-476-1900	
Heating/Air Conditioning	ACCO	800-598-2226	
Plumbing	Rescue Rooter	510-729-6000	
Lock Smiths	Reed Brothers	510-652-2477	
Power Outage / Hazard	Alameda Municipal Power	510-748-3900	
Telephone	AT&T	800-750-2355	
Gas	PG&E	800-743-5000	
Water	East Bay Municipal District (Acct# 59967875)	866-403-2683	

Crisis Management Plan

Purpose

The purpose of this guide is to outline procedures for Argosy University/San Francisco Bay Area (AU/SFBA) Crisis Management Plan, define terms, and delineate responsibilities for the Crisis Management Team (CMT).

Overview of Crisis Management

Argosy University/San Francisco Bay Area recognizes the need to be as prepared as possible for crises and controversies. This document is designed to act as a resource in times of crisis and also is a reminder of the importance of preparing for a possible crisis situation.

The procedures contained in this document reflect the actuality that combination goals can be as vital to address as the physical components of a crisis. Experience shows that companies must not only do the right thing, but must be seen as doing the right thing; for example, crisis management teams need facts to address the situations in which they find themselves, yet they are often so preoccupied with addressing the physical crisis that fact gathering becomes impossible. Advance preparation and training can help alleviate this problem.

For the purpose of this guide, the definition of a crisis or emergency is any incident occurring on AU/SFBA's security of AU/SFBA's campus community. Examples of emergencies may include: bomb threat, sexual assault, murder, major fire or power outages, suicide, natural disaster, legal claims against AU/SFBA or irreparable harm to AU/SFBA's reputation and business prospects, or any situation that, in the judgment of others, poses a threat of life in danger or property damage.

Any member of the AU/SFBA faculty or staff should exercise sound judgment when making a decision to call 911. When in doubt, it is campus policy to err on the side of caution. After reporting an incident to the 911 operator, the CMT should contact either campus President who will then, as the situation merits, contact EDMC legal council and Program Chairs/Department Directors.

Crisis Management Team (CMT) Members

Position	Name	Office Phone
President & Acting Director of Public Relations	Richard Boorum	510-217-4727
Business Manager	Michael Toliver	510-217-4728
Director of Student Services	Lewis Bundy	510-217-4716
Director of Admissions	John Stofan	510-217-4701
V.P. Academic Affairs	Gladys Ato	510-217-4752
Associate Director of IT	Glenn Roncal	510-217-4726
*Education / Program Chair	Ardella Dailey	510-217-4723
*Graduate Business /Program Chair	Sylvonie Merchant	510-217-4751
*Clinical Psychology /Program Chair	Polly Lytle	510-217-4754
*Counseling Psychology /Program Chair	Heather Martarella	510-217-4739

Each Program Chair/Department Director shall maintain a current list of his/her employees' home telephone numbers. In the case where emergency contact is necessary, a member of the Executive Committee will contact Program Chairs/Department Directors to start notifying each of his/her respective employees.

Up-to-date copies of employee phone directories should be kept at Program Chairs/Department Directors' home residences, where they can be accessed easily in case of an emergency. Updated employee phone directory lists will be provided monthly by the Office Manager and placed on the s: drive in a folder titled "Campus Directory."

It is critical for AU/SFBA to have the most accurate and reliable source of information possible in times of crisis. Spokespeople must be available, and AU/SFBA must be seen as cooperative and working actively to manage the crisis.

However, it is equally essential that AU/SFBA communicates to the media with one voice. For this reason, all requests for information from reporters must be channeled through the Campus President. Following is the appropriate way for employees to respond to requests for information:

"In order to be sure that you have the most complete and up-to-date information possible, we are routing all requests for public information through the Campus President. If you give me your name and phone number, our Campus President will call you back with the information you need as soon as possible."

The employee should then immediately contact the Campus President. If she/he cannot be reached, the employee should contact the Business Manager.

Crisis Media Management: Step-by-Step Procedure

Step One: Channel the Information

Any AU/SFBA employee, upon learning of or suspecting a crisis situation, should immediately contact a member of the Crisis Management Team. Because time is of the essence in crisis situations, employees must be especially persistent in tracking down a member of the CMT.

Step Two: Assemble the Crisis Management Team

The CMT will be activated by the school President or his/her designee upon notification that an emergency situation has developed that warrants a coordinated response by AU/SFBA. Upon learning of an incident, the school President or his/her designee calls an emergency meeting in the following manner:

1. The Director of Student Services and the President of AU/SFBA will contact each other and will inform the closest Executive Assistant to contact all EC members in the building.
2. The EC will meet in the office of the President. The President or her designee immediately contacts EDMC with news of the crisis.
3. Depending on the nature of the emergency, the President may contact any appropriate emergency contacts.

In the event it is not possible to meet on campus because of the type of crisis, alternative locations include the residence of an Executive Committee member or other property managed by Legacy Partners. The alternate location will be announced based on the circumstances. The CMT will oversee the management of the crisis by taking the following steps:

Step Three: Define the Crisis

The CMT will rely on the support of the entire organization to quickly gather information pertaining to the crisis. The CMT should research the following before making any public statements:

- What happened?
- In what order and when did the events occur?
- Why did it happen?
- What is AU/SFBA going to do about it?
- What past actions has AU/SFBA taken to prevent such a crisis?
- What is the status of the official investigations?
- What are the names and contact information of those involved?

Step Four: Prepare the Message

The CMT will discuss appropriate response alternatives for AU/SFBA, developing several courses of action, and then select the best as is determined by consensus.

Important Elements:

- Show concern for the victim(s) and his/her families.
- Communicate how AU/SFBA is handling the situation.
- Demonstrate a solid track record.
- Demonstrate measures that AU/SFBA has taken to prevent such a crisis.
- Communicate what measures AU/SFBA will take to prevent such an occurrence from happening in the future.
- Show speed of response and completeness of information.

Tools:

- Media spokesperson
- Fact sheet/press releases

Step Five: Establish Communication Systems

In times of crisis, AU/SFBA must be seen by its constituents as actively managing the situation. For this reason, it is especially important that AU/SFBA keep its many audiences apprised of how it is handling the crisis. The CMT should take care to utilize the communication tools that will most effectively reach each audience.

Internal Audiences

Audience

- Employees
- Students
- Parents of Students
- Alumni
- Curriculum Advisory Board
- EDMC

Tools

- Meetings
- e-mail
- Communication Coordinators
- Program Chairs/Department Directors
- Telephone
- Fax
- Newsletters
- Website

External Audiences:**Audience**

- Internship/Practicum Sites
- Business Partners
- Cohort Partners (Sacramento, San Jose)
- Bay Area Governments
- Neighbors

Tools

- Personal Visits
- Press Releases
- Press Conferences
- Media Visits
- Telephone
- Letters
- e-mail
- Fax
- Newsletters
- Website

Step Six: Crisis Audit

In the aftermath of a crisis, the usual response is a strong desire to move forward and resume the normal activities of AU/SFBA. However, in order that AU/SFBA is best prepared to handle the next crisis, the CMT must evaluate how the crisis plan was effective and useful, where the plan fell short, and what changes should be made to the plan.

Follow-up Combination

Once the CMT determines that the crisis situation has passed, AU/SFBA should communicate the news to both its internal and external audiences. The message can be disseminated in the form of a letter, newsletter, or meeting, and should outline how the crisis was handled, what we learned, and how we plan to move forward.

E-mail Communication

Please be aware that your employee e-mail account is intended for business purposes only. Always keep in mind that your e-mail account can be admissible information and you should communicate in a professional and responsible manner.

Emergency Situation Instructions

First Aid and Obtaining Outside Medical Assistance

Basic First Aid Procedures

REMAIN CALM

you'll function efficiently and give the injured person confidence

ASSESS THE INJURY

IF THE PERSON IS ABLE TO GO WITH YOU

take the student to the nearest first aid station and administer the necessary assistance. (Wear latex gloves for all first aid care.)

IF THE PERSON IS UNABLE TO GO WITH YOU

have another employee get the first aid kit. Administer the necessary assistance (wear latex gloves for all first aid care)

SOMEONE SHOULD STAY WITH THE INJURED PERSON

at all times and pay attention to any changes in condition

If the person needs to go to the hospital or go home, Student Services can assist in arranging transportation if necessary.

After the incident, please contact Student Services to complete an injury report.

The Human Resources Manager will schedule first aid training classes for campus employees on a periodic basis. The following employees are currently CPR/First Aid trained:

Identified First Aid Stations

There are 3 first-aid kits located in the building:

- Office Manager's desk, just outside the President's office on the first floor
- Student Services reception desk
- Faculty Lounge in cupboard to the left of the dishwasher

Please contact the Office Manager or the front desk when supplies in the kits have been used so they can be replaced.

If Outside Medical Assistance is Required Call 911

REMAIN CALM

you'll function efficiently and give the injured person confidence

CHECK SCENE FOR SAFETY

eliminate unsafe conditions

WHEN CALLING 911 HAVE THIS INFORMATION READY:

- Exact location of the injured person
- Name and age of injured person
- Nature of the emergency (what happened?)
- Condition of the injured person

DEPUTIZE

another employee if necessary to assist you

CHECK THE INJURED PERSON CAREFULLY AND ASSESS

- Is there severe bleeding?
- Is the person unconscious?
- Is there a head injury?
- Is the person having trouble breathing?
- Is the person turning colors?

DO NOT HANG UP UNTIL THE 911 DISPATCHER HANGS UP!

911 IS A FREE CALL FROM ANY PHONE

- Have someone stay with the injured person (preferably a staff or faculty member).
- A student has the right to refuse paramedic or hospital treatment.
- Ask the student or employee if there is a person he/she would like to have notified.
- After the incident, please contact the Student Services Department to complete an injury report or for assistance with any other documentation and or follow-up.

Notifying Family Members of an Employee/Student Injury or Illness

The President or her designee should be informed prior to contacting family members of a student's or employee's injury or illness.

In the case of an injury or illness, in most cases, the student or employee can indicate who should be notified. In cases where a student cannot provide that information, the academic file in the Registrar's Office contains emergency contact information. The Human Resources Department can provide emergency contact information for faculty and staff.

In the event of a serious or life-threatening injury, illness, or death, the Director of Student Services should be contacted immediately to assist with notifying the family. Notification should be done by a member of the President or her designee.

Fire

Crisis: A fire is discovered in the campus

Upon discovering a fire, close the door to the room where the fire is located.

Use your best judgment and, if the fire is small, you may wish to fight it with a fire extinguisher. Our fire extinguishers are Type A, B, C, for use on wood, paper, cloth and other ordinary materials, gasoline, oil, paint and other flammable liquids, and live electrical equipment.

Fire extinguisher Locations

- | | |
|--------------|---|
| First Floor | <ul style="list-style-type: none">▪ Doorway inside the right-hand main lobby door▪ Hallway between General Administration entrance and Room 110▪ Hallway outside Student Lounge |
| Second Floor | <ul style="list-style-type: none">▪ Hallway between Rooms 220 and 221▪ Hallway outside Room 247 |

Call the front desk receptionist at "4700." Give your name, location, telephone number, and location of the fire.

If the fire is large or rapidly spreading, immediately sound the building fire alarm and evacuate the building. If alarms are not automatically detected, yell "Fire". Inform others in the building that may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate. Warn others who may enter the building after the alarm stops.

Upon notification of a fire, walk; do not run, to the nearest stairway exit. Follow the Emergency Exits posted in the following locations:

- | | |
|-------------|--|
| First Floor | <ul style="list-style-type: none">▪ Hallway outside Room 136▪ Hallway next to elevator▪ Hallway outside Student Lounge |
|-------------|--|

- Computer Lab
 - Library
- Second Floor
- Hallway outside Room 221
 - Hallway outside Room 247
 - Hallway next to elevator
 - Hallway next to restrooms
 - Hallway outside Faculty Lounge

When the fire alarm sounds, 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.

There are two individuals assigned to greet the fire department upon their arrival:

1. The Campus President and the
2. Assistant to the President.

The building blueprints are stored in the President's Office behind the conference table.

Earthquake

Be Prepared

You may not be able to drive home. You may want to keep stout walking shoes and a warm coat in your vehicle in case of an extended emergency situation (at work or otherwise). At work, make sure bookcases, filing cabinets, and other objects that may tip or fall are properly secured to a stud beam in the wall. Know where the first aid kits are kept. Keep a working flashlight somewhere in your office.

Indoors

Get under a sturdy desk or table – Duck, Cover and Hold on until the shaking stops. Or, seek refuge along an interior wall. Wait two or three minutes before exiting any building. Avoid walls with windows, shelving or overhead hazards such as light fixtures. Doorways are not necessarily safe places.

Outdoors

Move quickly away from buildings, keeping a watchful eye for falling objects. Keep away from utility poles and trees. Assume any downed power lines are "hot" and keep your distance. Your vehicle if parked in a space clear of falling objects may provide a substantial shelter.

Keep in mind, there are usually aftershocks that continue after the initial earthquake.

Fights

In the event that a fight breaks out in the School, the employee should immediately seek one of the following individuals:

- Security
- Director of Student Services
- Program Chair/Department Director

Incidents Involving Substance Abuse

Under the Influence

Crisis: A person is acting drunk, high, or impaired while on school property or at a school-sponsored event.

- In all cases, an assumption should not be made about the reason for the condition. The person in authority observing the situation needs to gather as much information as possible and should address any concern about observable behavior.
- If the nature of the impairment is unknown, the Director of Student Services should be contacted to determine the problem and to ensure the individual's well being.
- Someone impaired or acting under the influence of substances should not be permitted to stay in the building. He/she should be asked to leave by the Program Chair/Department Director, Director of Human Resources, or other member of the Executive Committee. If the individual is cooperative but appears potentially dangerous to him/herself or others due to the impairment, contact the Director of Student Services or the Human Resources Manager. The Director of Student Services or the Human Resources Manager will call someone (family, roommate, friend, etc.) to escort the individual home, or call a taxi if no one is available. If the individual is uncooperative, contact the police.
- The witnessing staff or faculty member will complete the Incident Report Form in as much detail as possible and submit copies to his/her Program Chair/Department Director and to the Director of Student Services. The Program Chair/Department Director and Director of Student Services will determine whom else needs to be involved to handle the problem, based on the nature of the situation.
- The Director of Student Services will take disciplinary action if the incident involves a student. If it is an employee, the appropriate Department Director will take action.

Long Term/Preventative:

Ongoing training for staff, faculty and students is available about the School's Drug-Free Environment Policy and how to handle situations, consequences or infractions.

Ongoing awareness programs are available about substance abuse issues particular to school students.

When An Employee Suspects or Witnesses A Crime

If employee suspects students are breaking the law, the employee should contact the President or his/her designee. If the situation is immediate and occurring on campus, the employee should contact one of the following individuals:

- Director of Student Services
- Program Chair/Department Director

Bomb Threat Procedure

Remain calm

- Treat all threats seriously. Try to follow “questions to ask” from the FBI Bomb Data Center. (See Appendix A)
- Do not delay taking action for any reason.
- Report the situation to your supervisor or the President or her designee. The President will order the evacuation of the building, if necessary.
- The Crisis Management Team will go to classrooms and offices and notify people to evacuate.
- Do not turn any lights on or off during a bomb threat. This could potentially trigger the device.
- Do not use any type of radio device or cell phone! This could potentially trigger the device.
- Call 911, and complete an Incident Report Form.

Suspicious Package is Observed

- If you spot a suspicious object, package, etc., report it to the President or her Executive Assistant. If neither is available, contact the Director of Student Services. Under no circumstances should you touch or move it in any way. A suspicious package may not contain a return address; it may be delivered or discovered in an unconventional way. It is also crucial to be observant of secondary packages/devices located around the facility.
- Evacuate the area. A member of the Crisis Management Team will cord off the immediate area around the package.
- Wait for the trained police squad to examine and dispose of the device.

Biohazards

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

BLOODBORNE PATHOGEN KITS

Blood borne Pathogen Kits contains items necessary to protect the areas on the body most likely to be exposed to infectious material during the clean-up of bodily fluids.

These kits are available at three locations:

- Office Manager's desk, just outside the President's office on the first floor
 - Student Services reception desk
 - Faculty Lounge in cupboard to the left of the dishwasher
-
- Universal precautions will be observed by all school employees to prevent contact with blood and other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids will be considered potentially infectious. The underlying concept of universal precaution is that all body fluids are considered to be infectious.
 - Latex glove use is required for any contact with people or contaminated articles in which direct exposure to blood or other body substances may be anticipated. Gloves must be removed immediately or as soon as feasible after contact and followed by a 10-second hand wash. Gloves are located in all first aid kits.
 - Blood and body substance spills are to be promptly cleaned up by gloved personnel using a bleach solution. Contact the maintenance staff 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 it is feasible.
 - Call maintenance staff to dispose of bloody gauze, gloves, and clean-up materials in a plastic bag, and tie the bag securely. Dispose directly into dumpster.
 - Sharp items should be considered as potentially infected and should be handled with extraordinary care to prevent accidental injuries.
 - Call the maintenance staff for removal and disposal of any "sharp container." Hypodermic needles should be handled carefully with tongs and gloved hands. The maintenance staff will wrap needle(s) in a towel and place the needle in a tin can.

- An Incident Report Form should be completed.

Biological Threats

In the event of a biological threat, please contact the President or her designee immediately.

When evacuated from the building, all faculty, staff, and students should get to designated areas and away from the building.

The Office Manager, facilities, or IT director will be responsible for the shutting down of the ventilation system.

Anthrax: What to do if you suspect exposure to anthrax

- Do not shake or empty the envelope or package. Do not try to clean up any spilled powder or fluid.
- Put the envelope or package into a plastic bag or other container to prevent the contents from leaking out. If you can't find a container, cover the envelope or package with clothing, paper, or a trash can — and DON'T remove this cover.
- Leave the room and close the door. Keep other people from entering the room.
- Wash your hands with soap and water.
- Call the local police and report the incident. If you are at work, call your building security officer and/or your supervisor.
- Make a list of all the people who were in the room when you opened the letter or package. Give this list to the police — and to local public-health authorities.
- Remove contaminated clothing and put it into a plastic bag that can be sealed. Give the bag of contaminated clothing to the police.
- Shower with soap and water as soon as you can. Do not use bleach or disinfectant on your skin.
- Do not start taking antibiotics until told to do so by your doctor or by health authorities.

Crimes Against a Person

Crisis: A sexual assault occurs on campus

- If the assault is witnessed, do not attempt to interfere or apprehend the assailant(s). Call 911 immediately.
- The person assaulted or anyone who knows of the incident should contact the Director of Student Services or Security. 911 should be contacted immediately.
- The Director of Student Services will gather information, complete the Incident Report Form, and will file internal reports.
- Campus authorities can assist a student in reporting violations at a student's request.

- If the alleged perpetrator is a student, the Director of Student Services will then investigate and handle disciplinary action.
- Director of Student Services are available to assist and provide counseling, emotional support and referral to local hospitals, crisis programs, and sexual assault programs.
- Depending on the nature and the circumstances of the incident, the Director of Student Services, with input from the President, may prepare a statement.

Long Term/Preventative:

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

Weapons on Campus

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

Any situation involving a weapon is potentially dangerous. It is important to assess the individual's mental status before and during a confrontation, and proceed only with caution.

Non-threatening situation: Possession of weapon is noted

- Individual aware of the weapon possession reports the situation to the President or her designee. The President will consult with the Director of Student Services to make a determination regarding who, in addition to Security, should confront the individual with the weapon. The police may be contacted, if appropriate to the situation.
- If the individual is a student or employee, he/she will be approached and asked to remove the weapon from the premises. If the person is a visitor, he/she 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 Director of Student Services, if a student is involved, or by the appropriate Department Director, if an employee is involved. If a visitor of students or employees was involved, their host will be subject to disciplinary review by the Director of Student Services or their Department manager.

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

- Do not attempt to apprehend or interfere with the person who has the weapon.
- Attempt to retreat discreetly and assist or facilitate others to do likewise.
- As soon as it 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 school's front desk and Director of Student Services of the situation and the location to assist in directing emergency personnel.
- Notify the President or her designee of the situation, who will then notify members of the Crisis Management Team.

Violent Incident on Campus

Crisis: A violent incident occurs on campus, such as gunfire or a stabbing

- Do not attempt to apprehend or interfere with the assailant(s).
- 911 should be called by the first person aware of the incident.
- Notify anyone on the Crisis Management Team.
- The police will determine the course of action to take to ensure the safety of those in the vicinity of the incident. If evacuation is necessary, no one is permitted back into the building until the police or a member of the CMT authorizes re-entry.
- The Crisis Management Team will designate a liaison. The liaison will wait by the building entrance to meet and guide the emergency personnel. All communications with authorities will be made by the President. Staff, faculty and students are instructed not to talk to the media.
- The liaison will identify key personnel to assist with authorities' directives. This may include Security, the Crisis Management Team and Academic Program Chairs.
- The Campus President will provide a copy of the floor plan of the building to the Police, upon request.
- The Campus President will instruct the front desk receptionist on how to respond to phone calls regarding the situation.

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 and express concerns or issues prior to dismissal.

If injuries and/or death are involved:

- Family members of all casualty victims will be notified as soon as possible. The Director of Student Services will coordinate this communication.
- Follow procedures under "Medical Emergency" and or "Death of a Student/Employee."
- The Campus President will set up a phone line providing information to those who are calling for information.
- Review security measures and make any necessary adjustments.
- The Director of Student Services will file an Incident Report Form.
- The University President and Corporate Legal Counsel are notified of the situation.

- Faculty and staff are advised by a Director of Student Services to identify and refer those students or employees at high risk for emotional disturbances. These may include relatives and close friends of the deceased and classmates who may have witnessed or come upon the death scene.

Long-term:

- Periodic mandatory de-briefing meetings with those directly affected by the incident by a Dean of Student Affairs or an outside referral source.
- Continued identification of high-risk students and referrals to Director of Student Services.
- Provision of ongoing support and instruction for students and employees who will be giving testimony or dispositions.

Death On Campus

Employee Death

- The person aware of an employee's death immediately notifies the President and the Human Resources Manager.
- The President notifies members of the Executive Committee.
- The Campus President, in conjunction with the Director of Human Resources, immediately prepares a memo to faculty and staff regarding the employee's death. In some instances, the memo may also be distributed to other Argosy University campuses, or Program Chairs/Department Directors. Depending upon the circumstances, a public statement may also be prepared.
- If the deceased was a faculty member, the Campus President or the Academic Program Chair attends each of the classes taught to notify students of the instructor's death. The Director of Student Services should accompany the Academic Program Chair.
- The Technology Support Supervisor and Human Resources Manager deactivate the voicemail and e-mail of the deceased.
- The Program Chair/Department Director or the Human Resources Manager removes any company property from the deceased employee's home.
- The Human Resources Manager notifies insurance plans, and gathers information for the family of the deceased, including life insurance, retirement plan beneficiary, and distribution process.
- The Human Resources Manager sends flowers or "in lieu of donation" to the family.
- The employee's supervisor and Human Resources Manager determine the appropriateness of a campus memorial service.
- The Director of Student Service is made available for counseling staff and students.
- If the death is sudden or the result of violence or suicide, group debriefings may be appropriate. The Director of Student Services can make arrangements for these meetings.

Death of a Student's Family Member

- Per phone call: If a phone call with information about a family member's death or impending death is made to the campus:
- Forward the call immediately to the Director of Student Services. If the Director of Student Services is unavailable, forward the call to the Campus President.
- The Director of Student Services will get information about the family member from the caller.
- The Director of Student Services will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The Director of Student Services will provide emotional assistance to the student as needed. The Director of Student Services may also assist the student with arrangements for getting him/her home, etc.
- The Director of Student Services will notify the student's Program Chair.
- In-person notification: If a family member comes to the campus to notify a student of the death, or impending death, of a family member
- Contact the Director of Student Services to meet with the family member.
- Arrange for the notification to occur in a private office. Ask the family member if having a Director of Student Services present is desired. If so, the Director of Student Services should remain.
- Notify the appropriate Program Chair of the situation.

If the student is an international student:

If the student has an established relationship with the International Student Advisor, that person may be the one who notifies the student of the family member's death. If not, then it should be the Director of Student Services.

Death of a Student: Director of Student Services Procedures

- Verify that the deceased student has been properly identified.
- Verify notification of family. Initial notification should impart only the essential information, identifying the School administrator by name and title and telephone number for further contact, the cause of the student's 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 travel and other arrangements made by the family.
- If there is a student with an identical name, the School should ask the student to call his/her family so they will not be alarmed by a news release.
- Inform the Campus President. The Campus President should handle all contact with the media.
- The President will notify the remaining Executive Committee members and the University President.
- Notify the student's Program Chair and instructors, the Registrar, the Associate Director of Student Financial Services, the Business Manager and the Director of Student Services.

- If the deceased is an international student, notify the International Student Advisor and follow the international student guidelines for notification.
- Designate staff to oversee the collections and packing of all personal belongings, including School projects. If necessary, the School should cover the cost of shipment of the personal belongings if taken from School premises or School-sponsored housing.
- Oversee the paperwork and paper flow involved in notifying all campus officials who might send information to the student's home address, officially withdrawing the deceased student from the institution, notifying the student's instructors, arranging for the appropriate refund of tuition and fees, and drafting a letter of sympathy for the President to sign.
- Consider the appropriateness of a campus memorial service.
- Continue to target and monitor potential risk. Send a copy of Incident Report Form to the School's insurance company.

Follow-up:

For a reasonable period of time after the student's death, the Director of Student Services should follow-up with the School offices originally notified. The purpose of the follow-up is to ascertain that the student's permanent file contains notation of the student's death, and that the student will not receive mail, notifications, and billings that are no longer appropriate.

Campus Closure and Evacuation Procedures

Campus Closure Due to Unsafe Conditions

Extreme inclement weather conditions, loss of water or electricity for an extended time, or gas line break

In the event it is necessary to close the AU/SFBA campus due to an emergency, the President or her designee will notify Program Chairs/Department Directors, who, in turn, will notify his/her employees and faculty. If classes are in session during an emergency closing, faculty will announce the closing and any appropriate instructions to their classes. If classes are not in session during an emergency closing, the campus phone system will be updated to reflect the closing and local media will be notified.

The decision to close the campus is made by the Campus President or her designee.

Evacuation Procedure

Emergency Evacuation

Stay calm. Stop work immediately and evacuate. Do not pack up work supplies or work in progress.

If life is in danger, please EVACUATE the building in a calm manner –DO NOT RUN. Please help those who need assistance due to physical impairment. You must exit the building on the 1st floor. There are 4 doors located on the 1st floor:

FRONT EXIT

The Entrance Door in the main lobby.

If the entrance door is too dangerous to go through, there are doors at the back and side of the building through which to exit.

SIDE and REAR EXITS

There are two doors in the east wing of the building; one from the library and one at the stairwell. Both exit into the parking lot on the side of the building. There is also an exit door at the rear of the building that exits onto the patio, in Room 112.

The designated gathering location in the event of an evacuation is the parking lot on the east side of the building.

In the event that an emergency requires immediate evacuation, by notice of campus law enforcement, or if the fire alarm should sound, proceed to the nearest exit. Do not attempt to exit the building using the elevators, exit via closest 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 member should wait with this individual and instruct another employee to notify emergency personnel of their whereabouts.

Follow directions for exiting your area. Physically-challenged individuals on the second floor should wait at the top of the closest emergency exit stairwell for authorized emergency personnel to assist them. A designated staff or faculty member should wait with this individual and instruct another employee to notify personnel of their whereabouts.

After exiting, immediately distance yourself a minimum of 100 feet from the building.

Do not re-enter the building until emergency personnel provide authorization.

Emergency evacuation routes are posted. Each area of the building has designated persons to check that all offices, classrooms, and restrooms are evacuated.

If instructed to evacuate, determine whether it is safe to use the fire alarm system.

In the case of a bomb threat, the fire alarm could activate the bomb. Key personnel will go to the classrooms and offices to notify people to evacuate. Follow regular evacuation procedures.

If evacuated, no one is allowed in the building until the authorities have deemed the property safe.

The Campus President will develop a public statement in consultation with the Executive Committee members. An Incident Report Form will be prepared and filed with the Director of Student Services.

Notification Emergency

EMERGENCY NOTIFICATION AND EVACUATION PROCEDURES

Security and the campus president, or designee, should be notified immediately of any emergency or dangerous situation occurring on campus involving the health or safety of students, staff or faculty. The campus president or designee will elect a liaison and will coordinate communications regarding emergency procedures to the campus community. In cases of emergency, the Argosy University, SFBA Campus Safety Committee and designated personnel shall communicate (through bullhorns or other means) specific instructions. In addition, an alert will be sent via voice message to home, cell, or other PDA device, personal and school email accounts.

In case of a life threatening situation, dial 911

If life is in danger, please EVACUATE the building in a calm manner –DO NOT RUN. Please help those who need assistance due to physical impairment. You must exit the building on the 1st floor. There are 4 doors located on the 1st floor:

FRONT EXIT

The Entrance Door in the main lobby.

If the entrance door is too dangerous to go through, there are doors at the back and side of the building through which to exit.

SIDE and REAR EXITS

There are two doors in the east wing of the building; one from the library and one at the stairwell. Both exit into the parking lot on the side of the building. There is also an exit door at the rear of the building that exits onto the patio, in Room 112.

The designated gathering location in the event of an evacuation is the parking lot on the east side of the building.

In the event that an emergency requires immediate evacuation, by notice of campus law enforcement, or if the fire alarm should sound, proceed to the nearest exit. Do not attempt to exit the building using the elevators, exit via closest 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 member should wait with this individual and instruct another employee to notify emergency personnel of their whereabouts.

SCHOOL CLOSINGS

In the event of threatening weather, the campus may be closed by the campus president or a designee. All students will be notified. Students should keep up to date contact information with the Student Services office in case of school closings.

DO NOT RUN — Walk in an orderly manner. Remain calm and alert.

INSTRUCTORS ARE TO ACCOMPANY THEIR CLASSES THROUGHOUT THE EMERGENCY. Instructors should advise students to secure their valuables and close the classroom door after the last student has exited the classroom. Use the floor exit closest to the room you are located in at the time of the emergency.

Suggested announcement:

Attention all students, faculty, and staff. This is not a test. Please stop what you are doing and find the nearest exit in order to evacuate the building. Please evacuate the building in an orderly and calm manner. Please remain outside and away from the building until provided with further instructions. Thank you.

Suggested Exit Routes (see Appendix A for copies of Emergency Exit Routes)

If the main entrance is not accessible, all persons located on the first floor central to the atrium should proceed to the opposite exit and should walk away from the building.

All faculty members as well as students are to proceed and wait until clearance is given to re-enter the building.

Instructions for the Physically Challenged:

The main lobby door and side door by Student Services are ADA compliant. All persons should proceed to their designated area and wait for further instructions. In the event of an emergency, the CMT, AU/SFBA staff, or firefighters/rescue team personnel will assist physically-challenged students and employees in evacuating.

Emergency Contingency Plan/Relocation

Short-Term (0–48 hours):

If there are injuries, immediately contact 911. An emergency team to be determined at the time by the CMT will create and maintain a list of students and employees transported from the site by emergency personnel.

The office of the President will be used as an Information Center on-site where information can be gathered and dispersed. In the event of an evacuation, the CMT will meet in front of the building. Under the direction of the Campus President, the Information Center will be staffed by Key Staff Members and, if needed, Student Services staff. If additional support is needed, employee volunteers will be used.

The Responsibility for communicating next steps and information will be under the duties of the Campus President.

Depending on the condition of the building, the CMT or designee, upon advice from emergency personnel, will determine if it is safe to enter the building and would allow a controlled number of evacuees to gain entrance to the building and to be escorted to their classrooms/offices to retrieve their belongings.

Make phones available to enable all 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, within 48 hours, the Director of Human Resources will hire additional security to maintain watch over the damaged building to protect any salvageable property.

If emergency shelter is needed:

If emergency shelter is needed, tune into your local radio and television stations to find your nearest location. The designated sites are not publicly posted. The Alameda County Red Cross may also be contacted for information at 510-595-4441 or www.bayarea-redcross.org. If needed, call 911 for additional resources.

The CMT will check for safety: gas, water, sewage leaks, downed electric lines and shorts; turn off appropriate utilities; and check for building damage and potential safety problems during after shocks.

- Wear protective shoes.
- Clean up dangerous spills.
- Turn on the radio and listen for instructions from public safety agencies.
- Don't use the telephones except for emergency use.
- Follow steps outlined in "Emergency Evacuation Contingency" should evacuation of people be necessary.
- Use media statements prepared by the Campus President to provide information to parents on relocation sites for students and reassure them that everything is under control.

After the Crisis (48+ Hours)

The Campus President or his/her designee will use e-mail and voice mail for announcing programs that may help ease emotional distress.

Continue public service-related programs for two weeks following the event, using campus and off-campus media.

The President and Director of Student Services will provide counseling services for those students and staff who may have lost a friend or a significant other and/or utilize bereavement services.

Hold a campus meeting as soon as possible to be given by the President or designee to thank everyone, give accurate information, get suggestions, reassure everyone, and provide the next steps.



Documentation Memo

TO: _____

DATE: _____

FROM: _____

DEPT.: _____

NAME OF STUDENT(S): _____

NATURE OF THE SITUATION:

WHO? _____

WHEN? _____

WHERE? _____

WHAT? _____

WITNESSES? _____

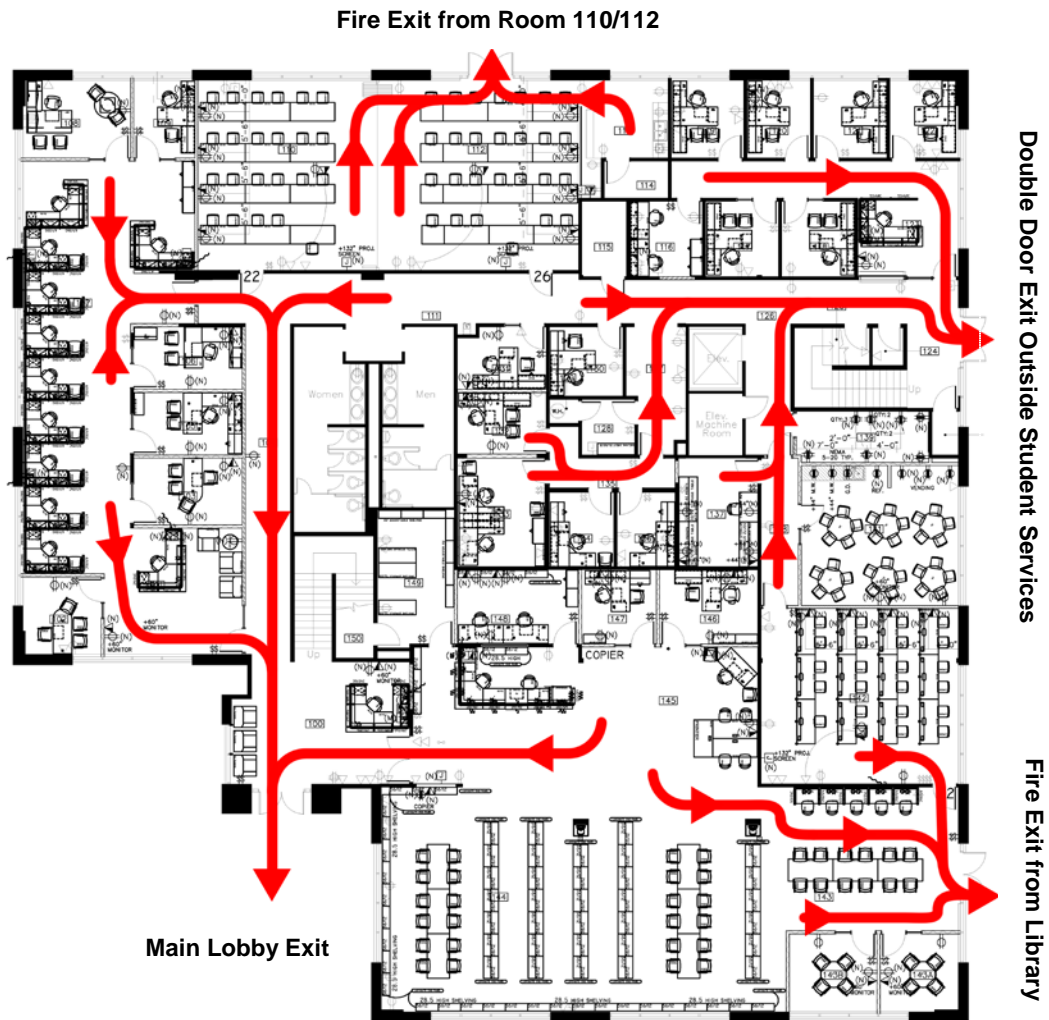
RESOLUTION (OR ACTION TAKEN):

INITIALS: _____

DATE: _____

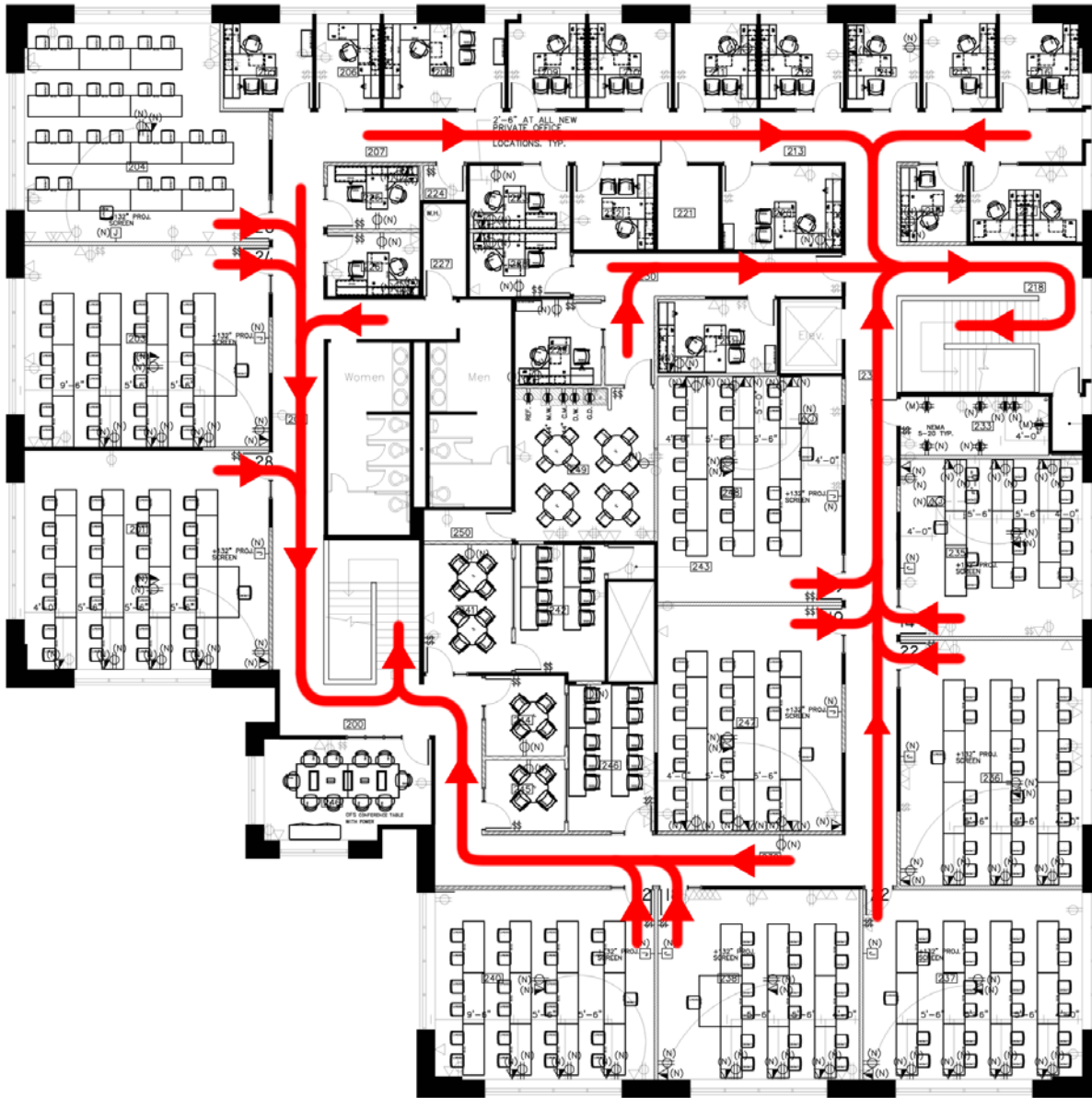
First Floor Emergency Exits

Exits paths are shown in red. Follow the arrows to the closest exit in case of emergency.



Second Floor Emergency Exits

Exits paths are shown in red. Follow the arrows to the closest exit incase of emergency.



HOW TO DEAL WITH AND RECORD A BOMB THREAT

FBI Bomb Data Center Data Sheet

(copy of the form is found in "shared folder">"Forms" > "Bomb Data Center")

Please keep this information near your telephone.

Write the exact wording of the threat:

Gender of the caller: _____ **Race:** _____ **Age:** _____

Questions:

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

Threat Language:

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

Caller's Voice:

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

Who did it sound like?

Background Sounds:

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

Remarks:

Number at which call was received:

Time: _____

Date: _____

Your Name: _____

Position: _____ **Phone number:** _____

***Report call immediately to:
911, your supervisor, Campus President or designee.***