



CRISIS MANAGEMENT PLAN

**8080 Park Lane
Dallas, TX 75231**

Revised: August 2009

Emergency Phone Numbers

CALL FIRST: *You must dial a 9 prior to dialing 911 and/or any outside phone number

Fire Department 9-911

Police Department 9-911

Ambulance/medical emergency 9-911

THEN CALL:

Campus Security 9.469.587.1245

Campus Security Cell 9.214.684.2825

Building Management 9.214.365.0222

Business Hours – 8:00 am – 5:00 pm

*** Any member of The Art Institute of Dallas faculty and staff is authorized to make a decision to call 911. When in doubt, it is college policy to err on the side of caution. After reporting an incident to the 911 operator, the caller should contact Building Security and a member of the Crisis Management Team (see page 4)

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Overview of Crisis Management

Introduction

The Art Institute of Dallas 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 as a reminder of the importance of preparing for possible crisis situations.

The procedures contained in this document reflect the fact that communications 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 doing the right thing. For example, crisis management teams need facts to address the situations in which they find themselves, yet 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 the guide, the definition of a crisis or emergency is any incident occurring on The Art Institute of Dallas property, at a sponsored event, or involving staff, faculty or students that jeopardizes the safety/security of The Art Institute of Dallas community. Examples of emergencies may include: bomb threat, sexual assault, murder, food poisoning or hepatitis, major fire or power outage, suicide, natural disaster, legal claims against the college or allegations threatening irreparable harm to the college's reputation and business prospects, or any situation that, in the judgment of others, poses a threat of life in danger or property damage.

General Guidelines

In any emergency, the following general guidelines should be observed. Specific procedures for various types of crisis situations are described in the Emergency Response Plans section.

- Stay as calm as you can.
- Do not hesitate to call 911 in matters of life and death or if you are uncertain about the severity of a situation.
- Security should be contacted about all safety issues as soon as possible.
- An executive committee member should be informed as soon as possible after steps are taken to correct the immediate situation.
- In most cases, an Incident Report Form should be completed and filed. Completed forms should be filed with the director of Student Affairs and/or the director of facilities.

Crisis Management Team

The Crisis Management Team consists of the following individuals:

Art Institute Executive Committee

President

Director of Administrative and Financial Services

Director of Human Resources

Dean of Academic Affairs

Director of Admissions

Dean of Student Affairs

Director of Career Services

Other Staff

Director of Public Relations

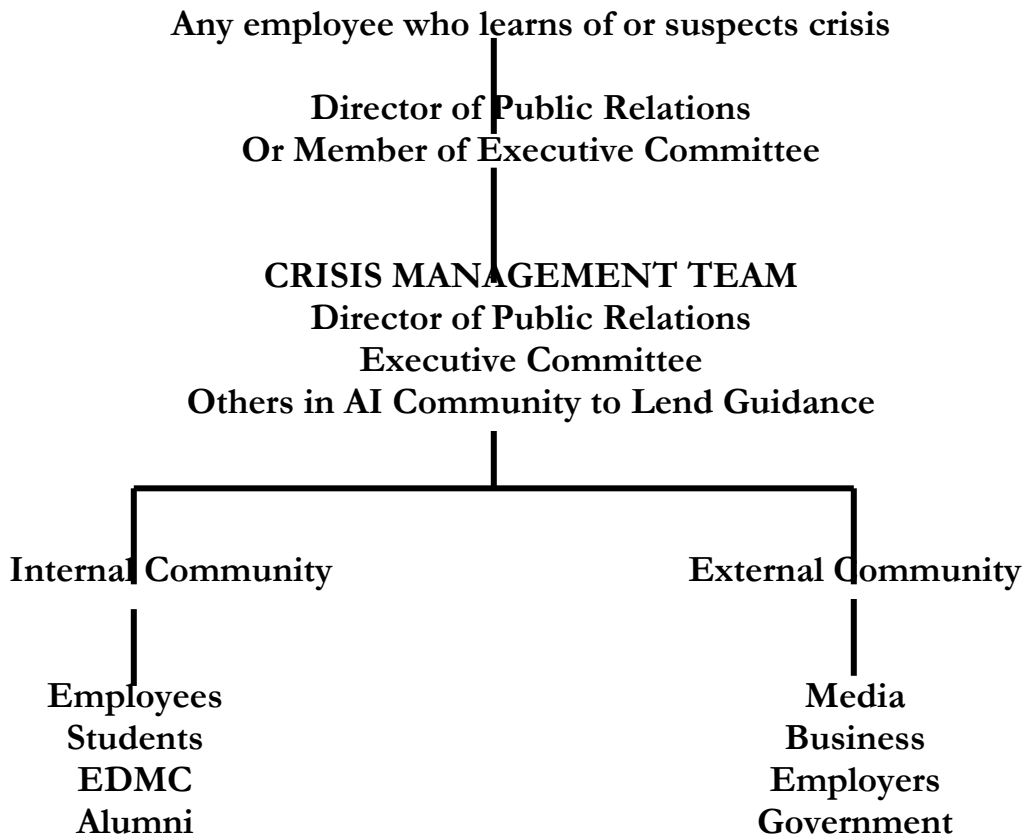
Director of Technology

Facilities Manager

CRISIS MEDIA MANAGEMENT

Step 1. Funnel the Information

Any AiD employee, upon learning of or suspecting a crisis situation, should contact a member of the Crisis Management Team immediately. Because time is of the essence in crisis situations, employees must be especially persistent in tracking down a member of the Crisis Management Team. Upon learning of the incident, the Crisis Management Team (CMT) calls an emergency meeting. CMT immediately contacts EDMC with news of crisis.



Step 2. Assemble Crisis Management Team

The CMT will be activated by any member of the Executive Committee upon notification that an emergency situation has developed which warrants a coordinated response by the college.

Once notified, the team will meet at the time designated or within two hours of notification. The location should be central and have easy computer access and phone access which permits on/off campus and long distance calls. (Possible locations include the executive conference room, the office of the president and the Chef's Gallery.)

The CMT will oversee the management of the crisis by taking the following steps:

Step 3. 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?
- Chronology of the events.
- Why did it happen?
- What is AiD going to do about it?
- What past actions has AiD taken to prevent such a crisis?
What is the status of official investigations?
- Names and contact information of those involved.
-

Step 4. Prepare the Message

The CMT will discuss appropriate response alternatives for the college, developing several courses of action, and select the best as determined by consensus.

Important Elements:

- Concern for the victim(s) and their families is our top priority.
- Communicate how the college is handling the situation. (Faculty, staff and students should be informed of developments before or concurrent with the media.)
- Demonstrate a solid track record.
- Demonstrate preventative measures that AiD has taken to prevent such a crisis.
- Communicate what measures the college will take to prevent such an occurrence from happening in the future.
- Speed of response and completeness of information is key.

Tools

- Media spokesperson
- Fact sheet/press releases
- Public statement

Step 5: Establish Communication Systems

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

Internal Audiences

Employees

Students

Parents of students

Alumni

Board of Trustees

Curriculum Advisory Committee

EDMC

Tools:

meetings, e-mail, communication coordinators, department directors, telephone, fax, newsletter, web site, text messaging

External Audiences

Media

Tools:

press release, press conference, media visits, telephone, fax, e-mail, web site

Employers

Business partners

Industry leaders

Government

Neighbors, etc.

Tools:

visits, fax, telephone, e-mail, letters

Step 6: Follow-up After the Crisis

Crisis Audit

In the aftermath of a crisis, the usual response is a strong desire to move forward and resume the normal activities of the college. However, in order that the college 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, finally, what changes should be made to the plan.

Follow-up communication

Once the CMT determines that the crisis situation has passed, the college should communicate this 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.

Handling Calls from Reporters

In times of crisis, it is critical for the college to be the most accurate, reliable and timely source of information possible during the crisis. Spokespeople must be available and the college must be seen as cooperative and working actively to manage the crisis.

However, it is equally essential that the college communicate to the media with one voice. For this reason, all requests for information from reporters must be funneled through the public relations office. The Director of Public Relations, Sarah Stockton, can be reached at 469-587-1249 or cell 214-507-6707.

The following is the appropriate way for employees to respond to requests from reporters for information: “In order to be sure you have the most complete and up to date information possible, we are routing all requests for public information through the college’s public relations office. If you give me your name and phone number, our director of public relations will call you right back with the information you need.”

The employee should then contact the director of public relations immediately. If he/she can not be reached, the employee should contact a member of Executive Committee. (See PHONE NUMBERS for contact information.)

Crisis Management Plan Contacts

Branch Campus — AiD, Dallas, TX

- Crisis Management Team Members

Executive Committee Members - AiD

Tommy Newsom, President	(469) 587-1173
Cell Phone:	(972) 897-5902
tnewsom@aii.edu	
Leslie Baughman, VP of Academic Affairs	(469) 587-1174
Home Phone:	(214) 597-8694
Cell Phone:	(214) 601-5731
lbaughman@aii.edu	
Shannon Fulmer, Director of Human Resources	(469) 587-1397
Home Phone:	(214) 618-1995
Cell Phone:	(214) 601-5733
sfulmer@aii.edu	
Chad Williams, Director of Admissions	(469) 587-1185
Home Phone:	(972) 245-6226
Cell Phone:	(214) 316-1365
cwilliams@aii.edu	
Cecilia Colbert, Dir. Admin. & Financial Svcs.	(469) 587-1168
Home Phone:	(214) 987-4536
Cell Phone:	(214) 906-4912
ccolbert@aii.edu	
Kit Johnston, Director of Career Services	(469) 587-1210
Home Phone:	(972) 735-9499
Cell Phone:	(214) 212-5253
kjohnston@aii.edu	
April Chatham, Dean of Student Affairs	(469) 587-1409
Home Phone:	(281) 825-9825
Cell Phone:	(214) 608-1411
achatham@aii.edu	

Additional Members of the Crisis Management Team

Tom Plunkett, Facilities Manager	(469) 587-1221
Cell Phone:	(972) 423-7397
tplunkett@aii.edu	
Holman Lee, Director of Technology	(469) 587-1269
Cell Phone:	(214) 287-0868
hlee@aii.edu	

Sarah Stockton, Director of Public Relations (469) 587-1249
Cell Phone: (214) 507-6707
sstockton@aii.edu

Evilu Pridgeon, Dir. of Inst. Effectiveness/Research (469) 587-1177
Home Phone: (214) 941-8471
Cell Phone: (214) 914-7312
epridgeon@aii.edu

Carl Insko, Security Manager (469) 587-1245
Cell Phone: (214) 335-1478
cinsco@aii.edu

Departmental Phone Chains

Each department manager shall maintain a current list of his or her employees' home telephone numbers and a departmental phone chain. If emergency contact is necessary, a member of executive committee will contact department managers to start the phone chain. Department managers will, in turn, contact their respective employees. Each employee is directed to contact the next person on the list. If unable to contact that person, the caller should leap to the following person on the list in order that the chain is continued. The last person on the list contacts the top of the chain to report that the chain is complete.

Note: Up-to-date copies of phone trees should be kept at callers' home residences where they can be accessed easily in the case of an emergency.

List of Employees Trained in First Aid

Vicky Ardaya, ext. 1406
Brenden Mesch, ext 1308 Aaron Prengler, ext. 1218
Steve Pilat, ext. 1326 Larry Matson, ext. 1248
Nina Hunter, ext. 3185 Andrew Savoie, ext. 3041
Janet Eskridge, ext. 1227 Sam Malishan, ext. 1245
James Albert, ext. 1428

First Aid/Safety Kit Locations

First aid kits, a box of gloves are kept in the following locations.

- 1st floor: Security Checkpoint (Front Desk)
- 1st floor: Registrar's Office – Room 141
- 2nd floor: Human resources - Room 206
- 3rd floor: Print Lab – Room 311
- 3rd floor: Security Checkpoint
- 4th floor: Library Front Desk
- 5th floor: Career Services/Student Affairs area
- Culinary Cage (First Floor)

Suite Emergency Coordinators:

Main Building

- 1st Floor: Raynell Horton, 469-587-1181 (West)
Sarah Stockton, 469-587-1249 (East)
- 2nd Floor: Shannon Fulmer, 469-587-1397 (West)
Kellie Wallace, 469-587-1217 (East)
- 3rd Floor: Chad Hardy, 469-587-1353 (West)
Brad McEnaney, 469-587-1332 (East)
- 4th Floor: Lisa Casto, 469-587-1246 (AiD-Library; South)
- 5th Floor: April Chatham, 469-587-1409

Culinary

- 1st Floor: Aaron Prengler, 469-587-1218
- 2nd Floor: Brenden Mesch, 469-587-1308

- Weekend** Security, 469-587-1245, 469-587-1219 or 214-684-2825
IT Tech (on duty), 469-587-1414

AlertFind Emergency Notification System

The Art Institute of Dallas utilizes the AlertFind Emergency Notification System to notify students, faculty, and staff in the event of emergency evacuation due to a natural disaster, or some other situation that requires rapid, wide-scale notification. This system notifies registered participants via text messages or email.

To register for the system please follow the steps listed below:

Faculty/Staff Sign-On Instructions

First, visit <https://dalaf.messageone.com> ; when log in page is loaded, complete the instructions below.

- Username: **type your Art Institute user ID** (same as your complete Ai email address) (example: achatham@aii.edu)
- Do **NOT** write anything in the password box
- Click **“forgot your password”**. A temporary password will be emailed to your Ai email address.
- Retrieve this password now and click on the link in the email.
- Log-in with the new temporary password. You will then create a new password. Be sure it is one you will remember.
- Scroll down to **devices**.
- Click on **“Configure”** for any devices that will notify you, e.g., personal email, cell phone, etc.
 - For example, click on **“personal email”**, then type in your email address- be sure it is accurate, then click **OK**
- Scroll down to **Personal Escalations**
- After clicking **“customize”** for Business Hours Escalation, choose from the drop down menu, which device to **FIRST** notify you in the event of an emergency. Go to the next drop down menu, and choose the device that will notify you **SECOND** (if the first one fails). Be sure to click **OK**.
- Repeat for Weekend Escalation, then After Hours Escalation.
- Log off system.

Student Sign-On Instructions

Do not write anything in the Username or password boxes. Instead, click “**forgot your password.**”

- Username: type your Art Institute user ID (same as your complete Ai email address – example: pah344@stu.aii.edu).
- A temporary password will be emailed to your Ai email address.
- Retrieve the password by logging into Online Services at <http://stu.aii.edu> and clicking “**My Email.**”
- Click on the link in the email sent to you by AiD AlertFind.
- Log-in with the new temporary password. You will then create a new password. Be sure it is one you will remember.
- Scroll down to **devices.**
- Click on “**Configure**” for any devices that will notify you, e.g., personal email, cell phone, etc.

For example, click on “**personal email**”, then type in your email address- be sure it is accurate, then click **OK**

- Scroll down to **Personal Escalations**
- After clicking “**customize**” for Business Hours Escalation, choose from the drop down menu, which device to **FIRST** notify you in the event of an emergency. Go to the next drop down menu, and choose the device that will notify you **SECOND** (if the first one fails). Be sure to click **OK.**
- Repeat for Weekend Escalation, then After Hours Escalation.
- Log off system.

Medical Emergency

- Emergency medical assistance will be immediately requested for any person on AiD property who requests or demonstrates a need for medical attention. This emergency assistance will be provided for any of the following reasons, or for any other reason where there appears to be need for medical assistance:
 - Heart attack symptoms
 - Loss of consciousness
 - Convulsions
 - Acute shortness of breath
 - Apparent or suspected broken bone(s)
 - Severe cuts, bruises, or heavy bleeding from any source
 - Severe dizziness or disorientation
 - Choking, etc.
- The person detecting the need for medical assistance will immediately call 911 from the nearest AiD telephone, and will provide the name, location and any other requested information to the 911 dispatcher. The person will then notify Campus Security (469-587-1245, 469-587-1219 or 214-684-2825) and his or her department director or any member of the executive committee of the incident.
- If the person needing assistance is a student, the registrar (469-587-1250) must be immediately notified in order to obtain any medical history data or emergency notification information provided to AiD by the student.
- Medical spill pickup kits are available on every floor. These kits are designed to clean up bodily fluids of all kinds without contamination to the clean-up person. Kits are available at the locations listed on p. 12.

Only trained and designated personnel should utilize the pick-up kits.

- Every effort will be made by AiD employees to ensure that the injured party is protected from further injury from causes such as falling from a stool or chair, falling or running down stairs, etc. AiD employees will attempt to make the injured person as comfortable as possible until medical assistance arrives, but in no instance will move the injured party if the injury is a result of a fall. Every attempt will be made to protect the injured party's privacy by moving other people out of the area or re-routing traffic, as appropriate.
- Personal property left on AiD property belonging to the injured or ill person will be secured by the instructor or staff member assisting and taken to the lost and found area in the Security office, where it will be properly stored.
- The Art Institute's Accident/Injury/Crime Report Form will be completed by the AiD employee initiating the emergency medical treatment request. The Report Form will include all pertinent information and names of witnesses. The report will be submitted to the Facilities office within 24 hours of the incident. (See page 38 for copy of this form.)
- Under no circumstances should an ill or injured person be transported to a hospital or medical facility by an AiD employee in his or her personal vehicle. In an emergency the person should be transported by an ambulance. In less serious cases, persons needing

transportation should be asked if a family member or friend can be contacted to potentially provide transportation. If no one can be contacted, the use of a taxi should be considered.

Notifying Family Members

A member of the executive committee should be informed prior to contacting family members of a student/employee 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 can not 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 college counselor should be contacted immediately to assist with notifying the family. Notification should be done by a member of executive committee.

Weather Emergencies

Tornados

Tornados are nature's most powerful storm. A tornado is a violently rotating column of air, generally spawned by powerful thunderstorms. A tornado appears as a funnel-shaped cloud that extends from the thunderstorm to the ground with whirling winds that can reach up to 300 mph. Skies tend to turn dark, often greenish, and the storm is often accompanied by hail. Some tornados are clearly visible, while rain or nearby low-hanging clouds may obscure others. Peak tornado season in the southern states is March through May, and although they can occur at any time, tornados are most likely between 3-9pm.

Definitions:

- Tornado Watch: Tornados are possible. Remain alert for approaching storms. Watch the sky and stay tuned to news and weather bulletins for information.
- Tornado Warning: A tornado has been sighted or indicated by weather radar. Take shelter immediately.
- Suite Emergency Coordinators (SEC): An SEC is a person that will assist the Security Team with emergency procedures and evacuations during an emergency. See SEC list below.

Notification:

In the event of a weather emergency, the Lead Security Officer on duty will begin emergency notification procedures. It is imperative that you support the Emergency Staff and Security Team during a weather emergency situation. Safety is of the utmost concern and can be best maintained by staying in the building and following procedures. Under no circumstances should you stay in your work area during a weather emergency, unless it is a designated safe area.

When Security receives an alert from the National Weather Service via the weather radio or local sirens, they will notify the Suite Emergency Coordinators (SEC) to begin emergency procedures by floor. If an SEC does not check in with Security, Security will go to the un-manned floor and coordinate evacuation of that floor. If Security is not able to access the floor, please follow instructions from a faculty/staff member on your floor.

First aid supplies and lanterns are available by floor:

- 1st floor: Security Checkpoint (Front Desk)
- 2nd floor: Room 209
- 3rd floor: Security Checkpoint
- 4th floor: Library Front Desk
- 5th floor: Room 537
- Culinary Cage (First Floor)

Additional first aid supplies available by floor:

- 1st floor: Registrar's Office – Room 141
- 3rd floor: Print Lab – Room 311

Weather Emergency plans will be posted at the following locations:

- Next to each Stairwell
- Next to Elevators (DO NOT TAKE THE ELEVATOR)
- In all Restrooms
- At the Front Desk
- In the Mailroom – Admissions Area
- In the Security Office
- In the Student Lounge
- In the Employee Lounge
- In the Chef's Gallery
- In the Library
- In the Print Lab

Procedures:**Main Building (8-story):**

- Do NOT leave the building!
- Do NOT use elevators (elevators will be locked down by Security Team)
- Evacuate to the interior stairwells (see map below - do NOT evacuate to the exterior stairwell beside the deli/student lounge)
 - Leave classrooms and close classroom doors (take all personal belongings)
 - Proceed to stairwell, travel down as far as you can go, sit down
- If you cannot evacuate to the interior stairwells...
 - leave classrooms and close classrooms doors
 - move to the interior of the building and sit down (with doors closed, away from any windows, into open areas safe from flying debris and broken glass):
 - SFS work area
 - Accounting work area
 - Academic Improvement Center - Room 209
 - stay away from glass

Culinary Building:

- Do not leave the building!
- Evacuate to one of the following locations:
 - Audio Studio – Room 118 and 118B (on first floor behind Gallery in west hallway on left)
 - Cage (first floor west hallway on right)

Disabled Students:

- Student: If you are unable to follow the procedures, please request assistance from a faculty/staff member.
- Faculty/Staff: If you observe a disabled student in need of help, please assist them to the following designated safe area on your floor and remain with them until the “all clear” notification is given:
 - Culinary: Audio Studio – Room 118 and 118B (on first floor behind Gallery in west hallway on left)
 - Main Building: 1st floor: Mailroom (Admissions) area – Room 113
 - 2nd floor: Room 209
 - 3rd floor: Scheduling Room – Room 321 (Night Duty IT Tech will ensure that room is unlocked)
 - 4th floor: Library – Room 458
 - 5th floor: Room 537 (on south side of building, interior office)

Conclusion:

- When you receive the “all clear” notification from Security and/or your Suite Emergency Coordinator/Floor Coordinator, please return to normal work routine and/or resume classes.
- If extenuating circumstances prevail and you are not able to return to your normal routine, please await further instruction.

Suite Emergency Coordinators:**Main Building**

- 1st Floor: Raynell Horton, 469-587-1181 (West)
Sarah Stockton, 469-587-1249 (East)
- 2nd Floor: Melissa Johnson, 469-587-1238 (West)
Kellie Wallace, 469-587-1217 (East)
- 3rd Floor: Chad Hardy, 469-587-1353 (West)
Brad McEnaney, 469-587-1332 (East)
- 4th Floor: Lisa Casto, 469-587-1246 (AiD-Library; South)
- 5th Floor: April Chatham, 469-587-1409

Culinary

- 1st Floor: Aaron Prengler, 469-587-1218
- 2nd Floor: Brenden Mesch, 469-587-1308

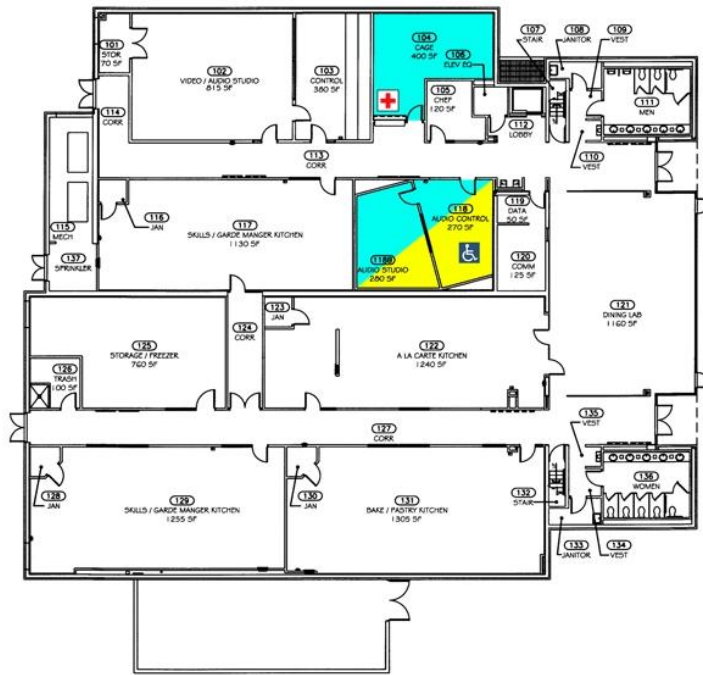
- Weekend** Security, 469-587-1245, 469-587-1219 or 214-684-2825
IT Tech (on duty), 469-587-1414

Tornado Emergency Plan

Floor 1

CULINARY BUILDING

- Safe Area
- ♿ Safe Area for Disabled
- ⊕ First Aid Kit

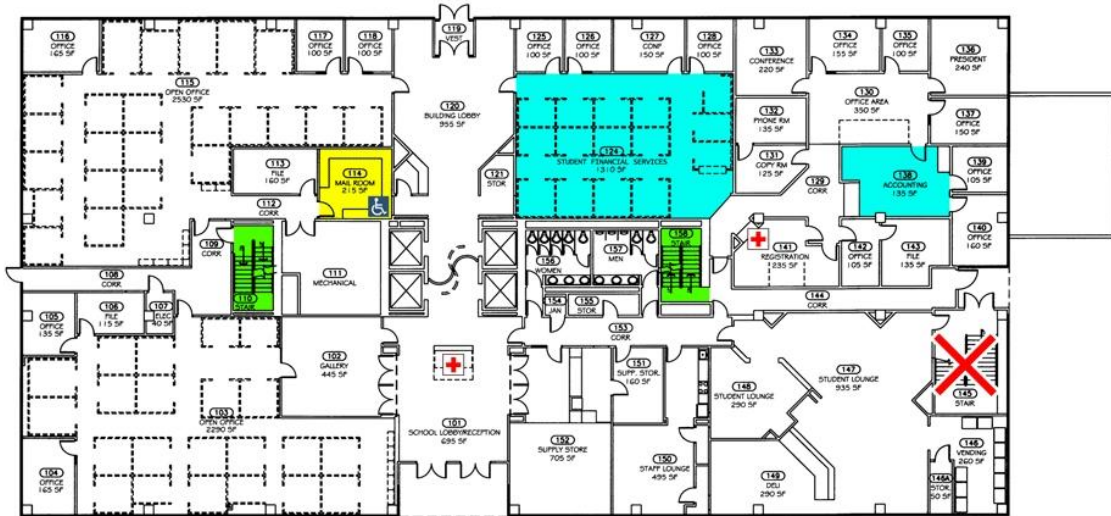


The Art Institute of Dallas

Tornado Emergency Plan

Floor 1

MAIN BUILDING



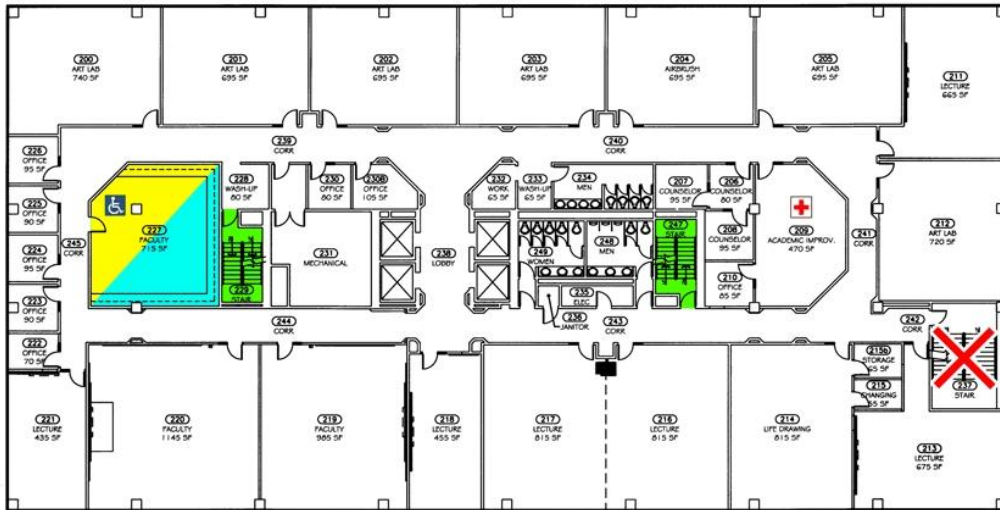
- Stairwell / Safe Area
- Safe Area
Also Accessible for the Disabled
- Safe Area for Disabled
- + First Aid Kit

The Art Institute of Dallas

Tornado Emergency Plan

Floor 2

MAIN BUILDING



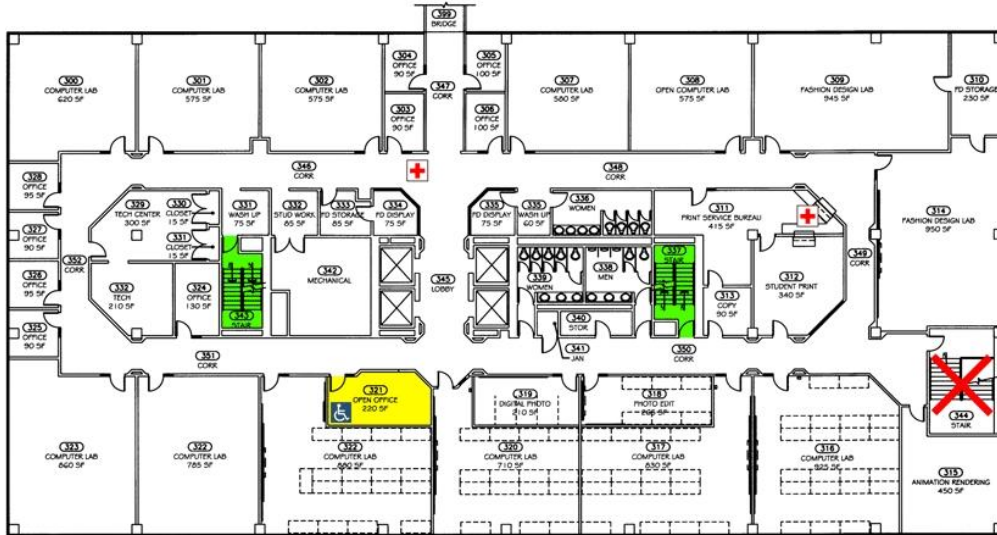
- Stairwell / Safe Area
- Safe Area
- + First Aid Kit
- Safe Area for Disabled

The Art Institute of Dallas

Tornado Emergency Plan

Floor 3

MAIN BUILDING



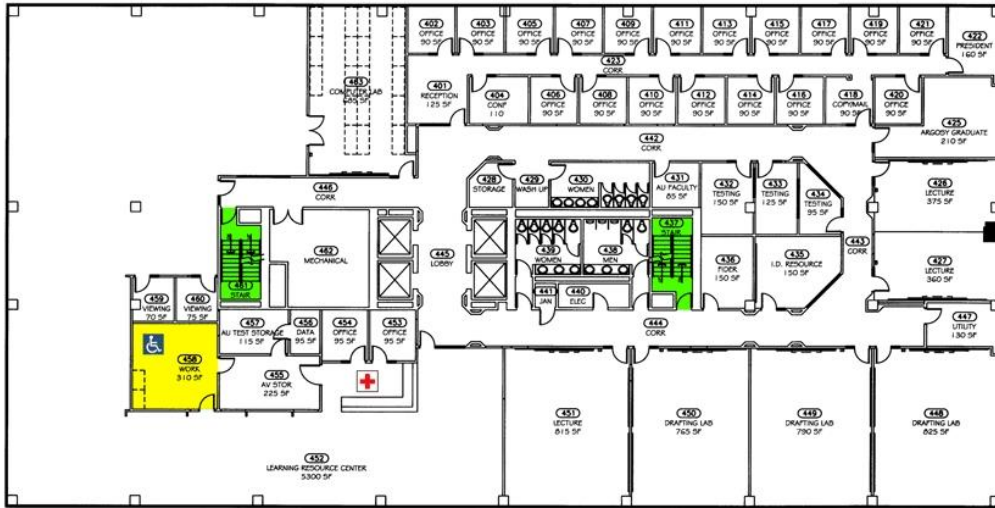
- Stairwell / Safe Area
- Safe Area for Disabled
- + First Aid Kit

The Art Institute of Dallas

Tornado Emergency Plan

Floor 4

MAIN BUILDING



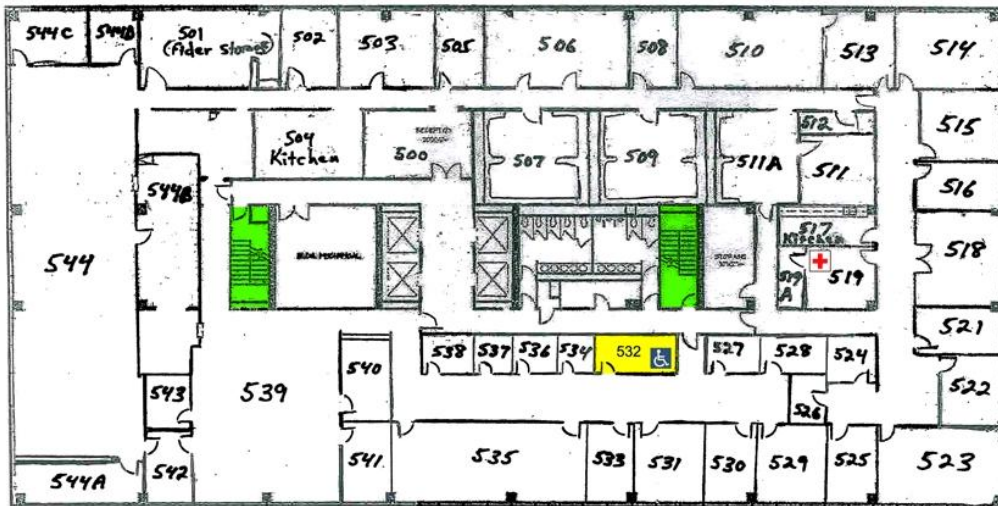
- Stairwell / Safe Area
- Safe Area for Disabled
- + First Aid Kit



Tornado Emergency Plan

Floor 5

MAIN BUILDING



- Stairwell / Safe Area
- ♿ Safe Area
Also Accessible for the Disabled
- ⊕ First Aid Kit

 The Art Institute of Dallas

Inclement Weather

In case of inclement weather:

The Art Institute is concerned for the safety and comfort of all students, faculty, and staff. When severe weather conditions warrant, the school may be closed or operations curtailed. In the event of inclement weather, all members of the AiD community should be alert for announcements regarding the operations of the Institute.

Notification Procedure:

The procedure for notifying personnel has been established, and the President and the Vice President of Academic Affairs (VPAA) will make the decision by 5:30 a.m. when reviewing weather for early morning or all day closures. In the event a storm develops during the day or there is a delay in getting accurate weather information, a decision will be made as quickly as possible.

The President and the VPAA will make the decision for closing or curtailing of activities. The following Phone Tree will be activated for proper communications:

- VPAA will call the President – Joint decision to close AiD or start school late (in the event that they are unavailable, another EC member will make the decision)
- VPAA calls Director of Technology (DOT) and his/her direct reports
 - DOT or designee will change the Main AiD voicemail/Severe Weather Line to reflect closing of school or delay of classes
 - DOT or designee works with web publishers & PR Director to reflect closings for web users
- DOT calls his/her direct reports to start department phone tree
- President calls HR Director (HRD)
- HRD calls Director of Admissions (DoA), DAFS, PR Director, and HR Coordinator
- DAFS calls his/her direct reports to start department phone tree
- DoA calls Dean of Student Affairs (DoSA) and his/her direct reports to start department phone tree
- DoSA calls Director of Career Services (DoCS) and his/her direct reports to start department phone tree
- DoCS calls his/her direct reports to start department phone tree

Once a decision has been made, public announcements will be issued through the Vice President of Academic Affairs. Interested persons should know that announcements will be made on WFAA, Channel 8. Those who do not have access to a television may call the Severe Weather Line (214-692-8080).

The following are weather-related items regarding the building, parking, and contact information for property management:

- **If the school is closed, the building is closed.** Only those with access cards will be able to gain access should anyone decided to skate in. The ramp to the 7th level and the 7th level of the parking garage may be closed depending on weather conditions. It will not reopen until the weather threat is gone.
- Surface parking is available on the west side of the parking garage...from garage to service road. People who park there need to come around the building and through the garage or take the sidewalk in between both buildings to get to our school.
- If you notice any slippery areas, please contact Security (469-587-1245, 469-587-1219 or 214-684-2825) immediately and they will initiate the request to de-ice.

Please contact your direct supervisor or your EC member if you have any questions. Thank you!

Fire Emergency and Evacuation Plan

Definition:

- **Fire Crisis:** *A fire is discovered anywhere in one of the campus buildings.*

Notification:

- Upon discovering a fire, close the door to the room where the fire is located, pull fire alarm, and contact Security at 469-587-1219 or extension 1219 (3rd floor desk) or 469-587-1428 or 1428 (1st floor lobby). Give your name, location, telephone number, and location of the fire.
 - Your safety is the immediate concern – therefore, pulling the fire alarm is the fastest way to notify Emergency personnel that there is a fire in our building. Our fire alarms are directly linked to the local fire department.
- Security Officer will notify all Suite Emergency Coordinators (SEC) to begin evacuation notification and procedures, and Security will contact 911, as appropriate.
- If alarms are not automatically detected, inform others in the building, who may not have responded, to evacuate immediately. Even if the alarm stops, continue to evacuate. Warn others who enter the building after the alarm stops.
- Upon notification of a fire, **walk**; do not run, to the nearest stairway exit. Follow the Emergency Evacuation Routes (directions are located throughout the building). **DO NOT EVACUATE TO THE ROOF.**
- When the fire alarm sounds, do not use elevators. An elevator may become inoperative, and you may be trapped.
- The Security Manager or Security Supervisor on duty will greet the fire department upon their arrival.
- A copy of the building's blueprints are stored in the Security office on the 3rd floor

Safety Equipment:

First aid supplies and lanterns are available by floor:

- 1st floor: Security Checkpoint (Front Desk) and Registrar's Office – Room 141
- 2nd floor: Room 209
- 3rd floor: Security Checkpoint and Print Lab – Room 311
- 4th floor: Library Front Desk
- 5th floor: Room 507
- Culinary: Cage (First Floor)

Additional first aid supplies available by floor:

- 1st floor: Registrar's Office – Room 141
- 3rd floor: Print Lab – Room 311

Suite Emergency Coordinators:

Main Building

- 1st Floor: Raynell Horton, 469-587-1181 (West)
Sarah Stockton, 469-587-1249 (East)
- 2nd Floor: Shannon Fulmer, 469-587-1397 (West)
Kellie Wallace, 469-587-1217 (East)
- 3rd Floor: Chad Hardy, 469-587-1353 (West)
Brad McEnaney, 469-587-1332 (East)
- 4th Floor: Lisa Casto, 469-587-1246 (AiD-Library; South)
- 5th Floor: April Chatham, 469-587-1409

Culinary

- 1st Floor: Aaron Prengler, 469-587-1218
- 2nd Floor: Brenden Mesch, 469-587-1308

Weekend Security, 469-587-1245, 469-587-1219 or 214-684-2825
IT Tech (on duty), 469-587-1414

Evacuation Procedures:

When an alarm is activated, the following actions should occur **regardless** if this is the main building or the culinary building:

- Directions for Emergency Evacuation Routes are located throughout the building. Please familiarize yourself with the most appropriate evacuation route from your office or classroom that will ensure safety to you, faculty, staff, and students. You will find directions:
 - Next to each Stairwell
 - Next to Elevators (DO NOT TAKE THE ELEVATOR)
 - In all Restrooms
 - At the Front Desk
 - In the Mailroom – Admissions Area

- In the Security Office
 - In the Student Lounge
 - In the Employee Lounge
 - In the Chef's Gallery
 - In the Library
 - In the Print Lab
 - In all classrooms and labs
- **Faculty:** Faculty will escort their class to the **Northwest Surface Parking Lot**. Once they have gathered their students they will conduct a roll call to ensure every student is accounted for. Any missing person needs to be brought to the attention of an SEC, Security Officer, or Executive. This individual will communicate this information to the fire department upon their arrival so that a proper search can be conducted for the missing individual(s).
 - **Staff:** Department Managers/Supervisors will gather their staff, exit the building and gather in the **Northwest Surface Parking Lot**, where they will conduct a roll call. Again, if someone is missing it needs to be reported to an SEC, Security Officer, or Executive. This individual will communicate this information to the fire department upon their arrival so that a proper search can be conducted for the missing individual(s).
 - No one will be allowed to re-enter the building until an “all clear” is given by the appropriate school official, in most cases the Security Team, but it can come from the President or an Executive Committee Member.
 - Everyone **MUST** evacuate the building and go to the designated meeting location – the **Northwest Surface Parking Lot**. It is important that someone ensure that visitors and anyone in the reception area are escorted from the building to the **Northwest Surface Parking Lot**.
 - If you observe a disabled student in need of help, please assist them to the nearest exit or the nearest stairwell. **DO NOT INSTRUCT THEM TO USE THE ELEVATORS**. Notify an SEC, Security Officer, or Executive of their location so they may communicate to the fire department upon their arrival.

Conclusion:

- When you receive the “all clear” notification, please return to normal work routine and/or resume classes.
- If extenuating circumstances prevail, and you are not able to return to your normal routine, please await further instruction.
- The Facilities Manager is responsible for ensuring the alarms are reset according to the instructions of the fire department.

Fire Drills: Fire drills will be conducted quarterly to ensure proper evacuation procedures are being followed.

Bomb Threat Procedures

Definition:

- **Bomb Threat:** *A threat that a bomb is in or near the building. The threat may be received via phone, mail, left in a suspicious package on premises, or may be delivered in person.*

Notification: Suspicious Package

- Upon discovering a suspicious package:
 - Remain calm
 - Do not attempt to open, move, or touch the package
 - Contact Security at 469-587-1219 or extension 1219 (3rd floor desk) or 469-587-1428 or 1428 (1st floor lobby).
 - Give your name, state the concern, and state the location of the package.
- A Security Officer will notify an Executive Committee (EC) member who will cord off the area, and Security will contact 911.
- Security will evacuate the immediate area and will notify Suite Emergency Coordinators (SEC) if the entire building or specific floors need to be evacuated.
- Wait for trained personnel (either police or fire) to examine and dispose of the device.

Notification: Bomb Threat

- Upon receiving a bomb threat:
 - Remain Calm
 - Treat all threats seriously and do not delay taking action for any reason
 - Use the FBI Data Center sheet to ask questions (see attached form)
 - Gather as much information as possible
 - Deliver all information received to Security
 - Get a message to Security, your supervisor and/or an EC member immediately (even if you have to write a note)
 - Supervisors who receive notification of the threat are to notify Security and an EC member immediately.
 - Security Officers who receive notification of the threat are to notify an EC member immediately.
 - Do not turn any lights on or off during a bomb threat
 - Do not use any type of radio device or cell phone
- Security will contact 911.
- Security will evacuate the immediate area and will notify Suite Emergency Coordinators (SEC) if the entire building or specific floors need to be evacuated.
- Wait for trained personnel (either police or fire) to examine and dispose of the device.

Evacuation Procedures:

When a Bomb Threat evacuation begins, the following actions should occur **regardless** if this is the main building or the culinary building:

- Directions for Emergency Evacuation Routes are located throughout the building. Please familiarize yourself with the most appropriate evacuation route from your office or classroom that will ensure safety to you, faculty, staff, and students. You will find directions:
 - Next to each Stairwell
 - Next to Elevators (DO NOT TAKE THE ELEVATOR)
 - In all Restrooms
 - At the Front Desk
 - In the Mailroom – Admissions Area
 - In the Security Office
 - In the Student Lounge
 - In the Employee Lounge
 - In the Chef's Gallery
 - In the Library
 - In the Print Lab
 - In all classrooms and labs

- **Faculty:** Faculty will escort their class to the **Northwest Surface Parking Lot**. Once they have gathered their students they will conduct a roll call to ensure every student is accounted for. Any missing person needs to be brought to the attention of an SEC, Security Officer, or Executive. This individual will communicate this information to emergency personnel upon their arrival so that a proper search can be conducted for the missing individual(s).

- **Staff:** Department Managers/Supervisors will gather their staff, exit the building and gather in the **Northwest Surface Parking Lot**, where they will conduct a roll call. Again, if someone is missing it needs to be reported to an SEC, Security Officer, or Executive. This individual will communicate this information to emergency personnel upon their arrival so that a proper search can be conducted for the missing individual(s).

- No one will be allowed to re-enter the building until an “all clear” is given by the appropriate school official, in most cases the Security Team, but it can come from the President or an Executive Committee Member.

- Everyone **MUST** evacuate the building and go to the designated meeting location – the **Northwest Surface Parking Lot**. It is important that someone ensure that visitors and anyone in the reception area are escorted from the building to the **Northwest Surface Parking Lot**.

- If you observe a disabled student in need of help, please assist them to the nearest exit or the nearest stairwell. **DO NOT INSTRUCT THEM TO USE THE ELEVATORS**. Assist them with the evacuation process or remain with them until emergency personnel arrive.

Conclusion:

- When you receive the “all clear” notification, please return to normal work routine and/or resume classes.
- If extenuating circumstances prevail, and you are not able to return to your normal routine, please await further instruction.

FBI Bomb Data Sheet: 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. What does it look like?
3. What will cause it to explode
4. Why?
5. What is your address?
6. Where is it right now?
7. What Kind of bomb is it?
8. Did you place the bomb?
9. What is your name?

Threat Language:

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

Caller's Voice:

___ Calm ___ Deep ___ Normal
___ Nasal ___ Soft ___ Disguised
___ Angry ___ Ragged ___ Distinct
___ Stutter ___ Loud ___ Accent
___ Excited ___ Clearing Throat ___ Slurred
___ Lisp ___ Laughter ___ Familiar
___ Slow ___ Deep Breathing ___ Whispered
___ Raspy ___ Crying ___ Rapid
___ Cracking Voice

Who did it sound like? _____

Background Sounds:

___ Street noises ___ PA System ___ Motor
___ Factory Machinery ___ Static ___ Office Machinery
___ Crockery ___ Music ___ Long Distance
___ Animal Noises ___ Local ___ Voices
___ House Noises ___ Clear ___ Other

Remarks:

Number where call was received: _____ Time: _____ Date: _____

Your Name: _____

Position: _____ Phone Number: _____

Report call immediately to your supervisor, Security, and/or EC member

Biohazards

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

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 facilities personnel using a bleach solution. Contact Tom Plunkett, Facilities Manager, for clean-up at 469-587-1221.
- 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 at 469-587-1221 to dispose of bloody gauze, gloves, and clean-up materials in a plastic bag, and tie the bag securely. They are to 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 at 469-587-1221 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

Definition: *A biological attack is the deliberate release of germs or other biological substances that can make you sick. Many agents must be inhaled, enter through a cut in the skin, or be eaten to make you sick. Some biological agents, such as anthrax, do not cause contagious diseases. Others, like the smallpox virus, can result in diseases you can catch from other people.*

Notification: Unlike an explosion, a biological attack may or may not be immediately obvious. While it is possible that you will see signs of a biological attack, it is perhaps more likely that local health care workers will report a pattern of unusual illness or there will be a wave of sick people seeking emergency medical attention. Pay attention to media outlets for more information and warning signs.

- In the event of a biological threat at the school, please contact the Ai/AU President or his/her designee immediately.
- When evacuated from the building, all faculty, staff, and students should get to designated areas and away from the building. This area is the **Northwest surface parking lot**.
- The Facility Manager will be responsible for the shut-down of the ventilation system and will

notify CBRE Property Management – (214) 365-0222.

Influenza

Definition: *The flu virus*

Flu symptoms:

- Fever (usually high)
- Headache
- Tiredness (can be extreme)
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Nausea, vomiting, and diarrhea

If a student or employee has flu symptoms they should:

- Rest
- Drink fluids
- Take fever reducers such as Tylenol or Advil
- Stay home

But the sufferer should call a healthcare provider and/or contact Human Resources and Student Affairs (if applicable) if they:

- Are unable to drink enough fluids
- Has a fever for more than 3-5 days
- Feels better, then gets a fever again

Go RIGHT AWAY for medical care if they:

- Are short of breath/wheezing
- Cough up blood
- Have pain in the chest when breathing
- Are unable to walk or sit up, or function normally

Anthrax

Definition: *Anthrax is an acute infectious disease caused by the spore-forming bacterium *Bacillus anthracis*. The United States military views anthrax as a potential biological terrorism threat because the spores are so resistant to destruction and can be easily spread by release in the air. The development of anthrax as a biological weapon by several foreign countries has been documented.*

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

Definition: *An assault occurs on campus.*

- Call 911 immediately if the assault is witnessed, or if you are the person assaulted or anyone who knows of the incident.
- After contacting 911, contact Security at 469-587-1219 or extension 1219 (3rd floor desk) or 469-587-1428 or 1428 (1st floor lobby).
- Security will contact the Dean of Student Affairs for student assaults, who will then notify the President. Security will contact the Director of Human Resources if it is an employee, who will then notify the President.
- Security or the Dean of Student Affairs or the Director of Human Resources will gather information, complete the Incident Report Form, and will file internal reports.
- Campus Security can assist a student in reporting violations at a student's request.
- If the alleged perpetrator is a student, the Dean of Student Affairs will then investigate and handle disciplinary actions.
- If the alleged perpetrator is an employee, the Director of Human Resources will then investigate and handle disciplinary actions.
- The School Counselor is available to students to assist and provide counseling, emotional support and referral to local hospitals, crisis programs, and sexual assault programs. The Director of Human Resources or her designee will provide the information to employees.
- Depending on the nature and the circumstances of the incident, the Dean of Student Affairs or the Human Resources Director, with input from the Executive Committee and the Director of Public Relations, may prepare a statement.

Long Term/Preventative:

- Ongoing training on assault, 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

Definition: *Student, employee, 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 Security at 469-587-1219 or extension 1219 (3rd floor desk) or 469-587-1428 or 1428 (1st floor lobby) who will notify an Executive Committee member.
- The Executive Committee member will consult with the Dean of Student Affairs or the Director of Human Resources 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 Dean of Student Affairs, if a student is involved, or by the Director of Human Resources and the appropriate Department Director/Program Chair, if an employee is involved. If a visitor of students or employees was involved, their host will be subject to disciplinary review by the Dean of Student Affairs or Human Resources and their Department manager.

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

- Contact 911 as soon as safely possible. Provide them with your name, location, and information about the situation, including type of weapon, physical description, and mental state of person with weapon.
- 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.
- Notify Security at 469-587-1219 or extension 1219 (3rd floor desk) or 469-587-1428 or 1428 (1st floor lobby). Security will notify the Dean of Student Affairs or the Human Resources Director of the situation and the location to assist in directing emergency personnel.
- If the Dean of Student Affairs or the Director of Human Resources are unavailable then Security will notify another Executive Committee member of the situation, who will then notify the President and other members of the Crisis Management Team.

Violent Incident on Campus

Definition: *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 in Security and/or a member of the Executive Committee. If a LOCKDOWN of the campus is called for, Security or the EC member will make the announcement over the PA system.
 - In a lockdown situation, all classroom doors should be locked from the inside. Anyone in open areas such as the Deli or Admissions should immediately make their way to a room that can be locked.
 - Security will lock the exterior doors.
 - Technology will issue a phone message to all staff and faculty. Public Relations will put an announcement on Fuser and www.aid.edu, keeping others abreast of the situation.
 - Lockdown should remain in effect until the “all clear” is sounded from Security and/or the police department.
- 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 Security, or an Executive Committee Member authorizes re-entry.
- Security 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 Ai President or the Director of Public Relations. 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, Academic Department Directors and Program Chairs.
- Security will provide a copy of the floor plan of the building to the Police, upon request.
- The Director of Public Relations 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 Security and/or a member of the Executive Committee 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 Dean of Student Affairs/Director of Student Services will coordinate this communication.
- Follow procedures under “Medical Emergency” and or “Death of a Student/Employee.”
- The Director of Public Relations will set up a phone line providing information to those who are calling for information.
- Review security measures and make any necessary adjustments.
- The Dean of Student Affairs/Director of Student Services will file an Incident Report Form.
- The Board of Trustees and Corporate Legal Counsel are notified of the situation.
- Faculty and staff are advised by a Dean of Student Affairs/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/Director of Student Services or her designee or an outside referral source.
- Continued identification of high-risk students and referrals to Dean of Student Affairs/Director of Student Services and or her designee.
- Provision of ongoing support and instruction for students and employees who will be giving testimony or dispositions.

Substance Abuse

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 Dean of Student Affairs, a College Counselor and/or Security 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 only after a school official has determined that he/she is capable of driving or has arranged for another mode of transportation. If the individual is cooperative but appears potentially dangerous to him/herself or others due to the impairment, contact the Dean of Student Affairs or the Director of Human Resources. The Dean of Student Affairs or the Director of Human Resources 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 Dean of Student Affairs. The Program Chair/Department Director and Dean of Student Affairs will determine whom else needs to be involved to handle the problem, based on the nature of the situation.
- The Dean of Student Affairs will take disciplinary action if the incident involves a student. If it is an employee, the appropriate Department Director/Program Chair 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 an employee suspect students are breaking the law, the employee should contact Security and one of the members of the School's Executive Committee. If the situation is immediate and occurring on campus, the employee should contact one of the following individuals:

Dean of Student Affairs
VP of Academic Affairs
Academic Department Director/Program Chair

Death of an Employee

- The person aware of an employee's death immediately notifies the Ai/AU President and the Director of Human Resources.
- The Executive Committee member notifies the Director of Public Relations.
- The Director of Public Relations, 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 Art Institutes, 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 VP of Academic Affairs or the Academic

Department Director/Program Chair attends each of the classes taught to notify students of the instructor's death.

- The Technology Support Supervisor and Director of Human Resources deactivates the voicemail and e-mail of the deceased.
- The Program Chair/Department Director or the Director of Human Resources removes any company property from the deceased employee's home.
- The Director of Human Resources or designee notifies insurance plans, and gathers information for the family of the deceased, including life insurance, retirement plan beneficiary, and distribution process.
- The Human Resources Director sends flowers or "in lieu of donation" to the family.
- The Human Resources Director, Dean of Student Affairs, or designee provides information on counseling resources for staff and students.
- If the death is sudden or the result of violence or suicide, departmental debriefings may be appropriate. Respective EC members will be notified and can make arrangements.

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 Dean of Student Affairs. If the Dean of Student Affairs is unavailable, forward the call to the VP of Academic Affairs.
- The Dean of Student Affairs will get information about the family member from the caller.
- The Dean of Student Affairs/Director of Student Services will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The Dean of Student Affairs or designee will provide emotional assistance to the student as needed. The Dean of Student Affairs or designee may also assist the student with arrangements for getting him/her home, etc.
- The Dean of Student Affairs will notify the student's Program Chair/Academic Department Director.

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 Dean of Student Affairs to meet with the family member.
- Arrange for the notification to occur in a private office. Ask the family member if having the Dean of Student Affairs or designee present is desired. If so, the Dean of Student Affairs or designee should remain.

- Notify the appropriate Program Chair/Academic Department Director 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 Dean of Student Affairs.

**Death of a Student on School Property:
Dean of Student Affairs 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 Director of Public Relations. The Director of Public Relations should handle all contact with the media.
- Notify the President immediately. The President will notify the remaining Executive Committee members and the Chairman of the Board of Trustees.
- Notify the student's Program Chair/Academic Department Director and instructors, the Registrar, Student Financial Planning, Student Loan Advising, Accounting, and Dean of Student Affairs. 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.
- 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.
- 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.

For the off-campus resident student living with friends or parents, notification is generally handled by the family or the friends. It would remain the responsibility of the Dean of Student Affairs to

ascertain that such notification has taken place. If it has not, and an inquiry of emergency services personnel suggests it would be appropriate, the Dean of Student Affairs should notify the next of kin. The notification of on-campus offices for administrative purposes still rests with the Dean of Student Affairs. Depending on the proximity of the next of kin, it may be necessary to work through city police to contact the nearest police agency to the next of kin. Local police services can access the appropriate counseling services or clergy to support the next of kin.

Follow-up:

For a reasonable period of time after the student's death, the Dean of Student Affairs 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.



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: _____