

BROWN MACKIE COLLEGE

SAN ANTONIO

Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report

CRISIS MANAGEMENT PLAN

EMERGENCY EVACUATION PLAN

Revised: July 2011

Brown Mackie College-San Antonio

**Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report
October 1, 2011**

INTRODUCTION

The Brown Mackie College-San Antonio is providing the following information to all of its employees and students as part of the Brown Mackie College-San Antonio commitment to safety and security pursuant to the requirements of the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. If you should have questions about any of the information provided in this Report, please contact the Campus President, Robert Pope, by mail or by phone:

210-428-2210

4715 Fredericksburg Rd.
San Antonio, TX 787229

EMERGENCY EVACUATION AND CRISIS MANAGEMENT PLANS

The Brown Mackie College Emergency Evacuation and Crisis Management Plans have been designed to inform students, staff and faculty of emergency situations and the procedures to follow during such situations. The building is equipped with all necessary and appropriate safety systems. Evacuation maps are posted in each office and classroom throughout the one story building. In the event of an emergency, campus personnel are instructed to refer to the EEP and the CMP which are updated regularly. These are provided to all employees through email and in a hardcopy versions. The EEP is a condensed representation of an immediate emergency situation, such as a fire, and the procedures to follow during an evacuation process. The CMP is the more detailed response to all possible emergency situations and the detailed information on how to respond to each emergency.

In the event of an emergency or evacuation crisis, all the staff are notified as quickly as possible via their email; direct phone lines; cell phones; text messages and the alarm if required by the type of emergency. Students are also notified through their email accounts; cell phones and through the information provided directly to them by college personnel. The EEP and CMP have been designed to outline the procedures in the event of an emergency and the responsibilities designated to college personnel. Copies of the plans are located in each staff member's office, the library, as well as the office of the President.

CAMPUS SECURITY AND CRIME PREVENTION POLICY

Brown Mackie College-San Antonio Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report will be distributed to every student and employee on an annual basis and are available to prospective employees and students at their request. A copy of the campus Security and Crime Prevention Policy is placed in each employee's mailbox. The report is distributed to all students on an annual basis through the Campus Security and Crime Prevention Policy Handout. The report is distributed to new students during the monthly Orientation and Class Registration. It is distributed to new employees in the new employee orientation packet.

REPORTING CRIMES AND EMERGENCIES

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

Students and employees should promptly report all criminal actions and emergencies occurring on or around Brown Mackie College-San Antonio facilities to the Registrar, Teresa Laughlin-Hopwood in person or by calling 210-428-2244. If the Registrar is not available, you may contact Robert Pope, Campus President 210-428-2211, and the San Antonio Police Department by dialing 911 or 210-227-7201.

All criminal activity is documented by the completion of an Incident Report and is reported to local police agencies and to the Registrar, Teresa Laughlin-Hopwood or Campus President, Robert Pope. Criminal activity might include, but is not limited to, burglary, motor vehicle theft, aggravated assault, robbery, sexual offense, hate crimes, gender crimes or murder.

In the event of fire or medical emergencies, staff and employees should contact the San Antonio Police by dialing 911 and then notify the Campus President, Robert Pope, Brown Mackie College.

POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS

All incidents are reported and documented on the Incident Report, which is sent to Robert Pope, Campus President. Reports are kept in a secure location in the Campus President's office. The annual crime report is prepared by gathering campus crime statistics and data from local and state police and sheriff departments and other relevant information by Robert Pope, Campus President.

SECURITY AND ACCESS TO THE INSTITUTE

It is the policy of the Brown Mackie College-San Antonio that access to all campus facilities be limited to authorized personnel, students, and invited visitors. Visitors are at all times subject to Brown Mackie College-San Antonio policies and conduct codes. Students and employees are responsible for the conduct of their guests at all times. Students, staff and faculty are required to provide valid identification upon request.

In pursuit of this policy all employees shall be required to:

1. Keep all unsupervised and unoccupied areas locked at all times.
2. Routinely check the security lighting to ensure their operational effectiveness.
3. Ensure that the security contacts are on site during all hours that the building is open to the students and to the public. The campus hours are Monday, Tuesday, Thursday 8:00 a.m. to 10:00 p.m., Wednesday 8:00 a.m. to 7:00 p.m., Friday 8:00 a.m. to 5:00 p.m., and Saturday 9:00 a.m. to 1:00 p.m.
4. Report immediately to the Campus President, Robert Pope, any suspicious activities that relate to the Institution or of its Properties, regardless of how minor these may seem. You should also contact the San Antonio Police Department by dialing 911 or 210-227-7201.
5. Be familiar with all the Institution's procedures regarding the handling of any accidents or criminal activities. The procedures are highlighted below:
 - a. Immediately determine the condition of any injured employees, students, or other parties
 - b. In the case of an automobile accident, secure the accident scene and set warning devices
 - c. Notify the appropriate authorities by calling 911
 - d. Complete an Incident Report
 - e. Obtain a copy of the police report
 - f. Obtain information from witnesses
 - g. Investigate property damage or theft, following steps **c**, **d**, **e**, and **f** above
 - h. Should an alleged sex offense on campus be reported, the parties involved are permitted, if applicable, to change their academic schedule, depending on the availability of classes
 - i. Ensure that entrance to the building in the evening is restricted to the front doors or to doors where entry is continuously monitored. All other doors are locked to prevent entry, but they may be used to exit.

All students are required to :

1. Notify the Registrar, Teresa Laughlin-Hopwood , if a student becomes ill or is injured while at the campus.
2. Upon enrollment, report to the Registrar, Teresa Laughlin-Hopwood or Campus President, Robert Pope, any physical condition that may require immediate medical attention. A copy of this notification is maintained in the student's permanent confidential file.
3. Gain knowledge of any announcements, newsletter, etc., missed because of absence. These communications contain information important to students. This may also contain information regarding the change criminal/emergency contact information.

ACCESS TO ACADEMIC BUILDINGS

A receptionist's desk is located at the entrance of the building. The receptionist is responsible for ensuring that persons entering the building are authorized employees and students. Exterior lighting is provided around the building and parking areas. Suspicious persons are questioned and asked to leave.

CAMPUS SECURITY ENFORCEMENTS

Brown Mackie College-San Antonio does have Campus Security Enforcement officers. There are two Security Officers that share the duties of walking the premises on Monday through Friday, 7:30am to 11pm. They are responsible for ensuring that persons entering the building are employees, students, and their families or invited guests. They are required to request identification from those individuals, who are

unfamiliar to them, and identification is required of all individuals arriving or leaving after the building is secured. They have the authority to evict unauthorized persons from the premises. The institution's Security Officers may not make arrest, but are instructed to promptly contact the Campus President, Robert Pope, and the San Antonio Police department 210-227-7201 if any illegal activity occurs. The Security Officers carry a cell phone at all times and can be contacted immediately at 210-889-6585.

RELATIONSHIPS WITH LOCAL AND STATE POLICE

Brown Mackie College-San Antonio is located in San Antonio, Bexar County. The Brown Mackie College-San Antonio and campus security maintain a working relationship with the San Antonio Police. The San Antonio Police Department can be contact at 210-227-7201 or by dialing 911 in case of an emergency.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT CAMPUS SECURITY

All new Brown Mackie College-San Antonio employees and students are instructed on crime awareness, prevention, and campus security during orientation, and encouraged to take responsibility for their own security, as well as their fellow classmates and fellow co-workers. The orientation program, which takes place annually, includes a description of campus security policies and procedures, suggestions on how to avoid becoming a crime victim, evacuation plans at the main campus, and procedures for reporting any criminal activity or emergency. The program encourages students and employees to be responsible for their own security and the security of others. The Brown Mackie College-San Antonio has no formal policy in place that allows victims or witnesses to report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics. However, names of victims or witnesses that provide information on criminal offenses are not disclosed in the annual disclosure of crime statistics and are maintained by the Brown Mackie College-San Antonio Campus President in a secure location.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT THE PREVENTION OF CRIMES

Students are requested to review the College's School Catalog where sections discussing *Student Conduct Policy* can be found. Also, students are requested to read this *Crisis Management Plan and Emergency Evacuation Plan* handouts that discusses procedures for reporting Crimes and Emergencies. Employees are requested to review the College's *Employee Handbook* where information regarding Employee Conduct and Safety can be found. Furthermore, employees are requested to read this *Crisis Management Plan and Emergency Evacuation Plan* that discusses procedures for reporting Crimes and Emergencies, Crime Awareness, and Campus Security.

EMERGENCY RESPONSE AND EVACUATION PROCEDURES

Evacuation plans are posted in all classrooms and office showing layout of the building, exits, and fire alarm pull stations. In the event of a significant emergency or dangerous situation involving the immediate threat to the health or safety of student or staff occurring on the campus, a fire alarm is to be pulled to notify student and staff to evacuate the building. Evacuation drills are conducted periodically to insure everyone knows what to do.

OFF-CAMPUS STUDENT ORGANIZATIONS

Should a student or employee be a victim of injury or crime during a School-sponsored activity, the student or employee should notify the appropriate agencies, (i.e. police, ambulance, or fire department). The student or employee should notify the appropriate person at the College as soon as possible.

DRUG AND ALCOHOL POLICIES

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

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

PROGRAMS AND PROCEDURES REGARDING SEXUAL ASSAULT

Should a student be sexually assaulted, it is the student(s) option to notify the appropriate law enforcement authorities, including on-campus authorities, and local police. At the student’s request, the Executive Committee, or other Brown Mackie College-San Antonio officials will assist in notifying the proper authorities. Victims of sexual assault or rape should follow these recommended steps:

Go to a safe place following the attack.

Do not shower, bathe, or destroy any of the clothing you were wearing at the time of the attack.

Go to a hospital emergency room for medical care.

Make sure you are evaluated for the risk of pregnancy and venereal disease.

(A medical examination is the only way to ensure you are not injured and it could provide valuable evidence should you decide to prosecute.)

Call someone to be with you, you should not be alone.

It is also recommended that victims call the Rape Crisis Hotline at 210-349-7273. It is open 24 hours a day and their counselors can help answer medical and emotional questions at any hour and in complete confidence. Reporting the rape to the police is up to the victim, but it is important to remember that reporting a rape is not the same as prosecuting a rape. Victims are strongly encouraged to call the police and report the rape. If the victim requests, Brown Mackie College-San Antonio will assist in identifying off-campus counseling or mental health services. After any campus sexual assaults are reported, the victims of such crimes have the right to request that Brown Mackie College-San Antonio personnel take steps or actions reasonably feasible to prevent any unnecessary or unwanted contact or proximity with alleged assailants, including relocation in Brown Mackie College-San Antonio housing, if applicable, or the transfer of classes.

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

The Rape Crisis Center
7500 US HWY 90 West
Building 2, Suite 201
San Antonio, TX 78227
210-349-7273

Disciplinary Action and Sanctions

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

INFORMATION REGARDING REGISTERED SEX OFFENDERS

Information regarding registered sex offenders under section 170101 (j) of the Violent Crime Control and Law Enforcement Act of 1994 is available with the San Antonio Police Department, located at:

210 West Nueva
San Antonio, TX

Additional information can be obtained by calling the police department at 210-227-7201.

OR:

Information regarding registered sex offenders under section 170101 (j) of the Violent Crime Control and Law Enforcement Act of 1994 is available on-line at: <http://www.sanantonio.gov/sapd/offenderlink.asp>

On-campus computer labs with internet access are available for you to view the above website from:

Mon, Tues, Thurs:	8:00 a.m. to 10:00 p.m.
Wed:	8:00 a.m. to 7:00 p.m.
Fri:	8:00 a.m. to 5:00 p.m.
Sat:	9:00 a.m. to 1:00 p.m.

CRIME STATISTICS

Brown Mackie College - San Antonio began offering classes on October 2010 and therefore does not have any statistics for the reporting years of 2008, 2009 & 2010.

***EMERGENCY EVACUATION
PLAN***

***BROWN MACKIE COLLEGE
SAN ANTONIO***

EMERGENCY EVACUATION PLAN

INTRODUCTION AND PURPOSE

The Brown Mackie College Emergency Evacuation Plan (EEP) has been designed to inform students, staff and faculty of emergency situations and the procedures to follow during such situations. The building is equipped with all necessary and appropriate safety systems, however, emergencies may still occur and the necessary evacuation procedures should be followed to save and protect lives of the inhabitants.

This Emergency Evacuation Plan provides a system for protection of life and property in the event of a fire, explosion or other emergency requiring evacuation. All staff, faculty, and students must become familiar with the contents of this plan and become aware of the procedures for an orderly evacuation in the event of a life-threatening emergency.

Under this EEP the occupants of the building will be informed of:

- How to report a fire and other emergencies
- What to do when an alarm sounds
- Evacuation Procedures
- Emergency Organization
- Safety Systems
- Fire Prevention

The Brown Mackie College administration serve as the emergency coordinators for the EEP and are responsible for its preparation and implementation. Copies of the EEP are maintained in the office of each member of the administration as well as at the front desk of the College.

EMERGENCY PHONE NUMBERS

FIRE AND EMS – 911 AND 210-207-7744

POLICE – 911 AND 270-227-7201

HOW TO REPORT A FIRE

If you suspect a fire in the building call **911** to report the fire.

Persons discovering a fire in the building should:

1. Notify a member of the administration or faculty.
2. Call **911** from a safe location or a cell phone.
3. Walk to the nearest exit (refer to evacuation maps located in every room if necessary) and leave the building.
4. At this time, administrative personnel will be conducting the evacuation plan for the staff, faculty and students.

(Small fires may be extinguished with a fire extinguisher if possible, but only if the fire department has been contacted. This must be done only if it can be done without endangering a life or safety of any occupants. Never allow a fire to be between you and an exit when attempting extinguishing. Also, never attempt to open a door if it is warm to the touch.)

REPORTING OTHER EMERGENCIES

All other emergencies should be reported to a member of the administration. Determination will be made at that time as to the authority to be contacted. If a member of the administration is not available, contact **911**. If it is necessary to contact **911**, please speak slowly and clearly and stay on the line to provide any additional information to the dispatcher and to receive any additional instructions or information.

WHAT TO DO WHEN AN ALARM SOUNDS

When an alarm sounds (unless you have been notified that it is a test – the alarm system is tested once a month for safety and operational purposes) the exit lights will be activated and flash. This is the report that there is an emergency in the building and the building **must be evacuated immediately. The emergency agency will be contacted immediately.**

When evacuating the building, please walk to the nearest exit (3 exits in the building to the outside on either side of the building and the front of the building in the reception area). Please remember to **WALK** and not run and stay to the right in the hallway.

EVACUATION MANAGERS:

Members of the administration will be posted at pointed areas in the hallways and closer to the exits to ensure that you evacuate quickly and use the correct exits to leave the building. Please note where the administration is located and follow their instructions exactly for safe and

expedient evacuation.

Fire Drills:

Fire drills are conducted periodically to familiarize everyone with the sound of the alarm and how to proceed to evacuate the building. Please use the exit closest to you to evacuate the building and follow the instructions of the strategically located administration. These drills are conducted every two months. Failure to evacuate and follow the policy of the College is a conduct violation.

Fire extinguishers are located throughout the building. Please become familiar with these locations. These extinguishers should only be utilized for their intended purpose and not removed at any other time.

Evacuation routes are posted by the door of each office and classroom in the building. Please continue to leave the building even if the alarm stops sounding. You will be told when it is permissible to return to the inside of the building by either emergency personnel (police or fire departments) or the administration.

Occupants With Special Needs and/or Disabilities

Individuals who need assistance during an evacuation are encouraged to identify and discuss with someone in advance who might assist them in leaving the building and/or who will inform emergency personnel of their presence and where they are located so that further assistance can be provided.

Reminders for persons with special needs and/or disabilities

- Take control without depending on others to take the first step
- Do not be afraid to let others know when you need assistance.
- Do not hesitate to communicate what your special needs are in order to make the evacuation easier and safer.
- Plan ahead. Be prepared.
- When entering the building look and locate the most available telephones. Also note EXIT signs, any stairs and locations of extinguishers as well as administrative personnel.

AFTER EXITING THE BUILDING

MOVE AWAY FROM THE BUILDING to avoid danger from debris and allow room for emergency personnel and equipment. Do not congregate immediately outside exit doors.

All occupants will be directed by administrative personnel or emergency personnel how to proceed during this emergency following the building evacuation. You will be evacuated into a safe location outside the building by these persons. These respected locations will be determined during the drills that will be completed every two months.

BUILDING EVACUATION ORGANIZATION

MONITORS (administration) will be located in the halls directing occupants of the building to the exits. If an exit is not available, these monitors will be announcing to the evacuees when exit to use. Please follow the instructions of these monitors.

- When an alarm sounds, monitors will move to their assigned location in the halls or at the front of the building. Those locations are as follows:
 - Sr. DOA – front reception lobby guiding occupants out the exit
- Sr. FA Officer – 2nd floor hallway guiding occupants to the back exit
- Registrar – 2nd floor hallway guiding occupants to the back exit
- Dean – 3rd floor hallway guiding occupants to either side of stairwell exits
- President – 4th floor hallway guiding occupants to either side of stair well exits

Monitors will be responsible for determining if all occupants have exited the building and must notify the monitors closer to the exits when that has been accomplished. When each room has been checked, the door must be closed to indicate that the room has been safely evacuated. All monitors will then move safely out of the building.

FIRE PREVENTION GUIDELINES

NO SMOKING - There is no smoking in the building.

DO NOT - use space heaters which are not inspected for efficiency and are fire protected. The College policy prohibits use of any item of an electrical nature (hot plates, toaster ovens, broilers, coffee makers) that could pose a danger of overheating and causing a fire.

DO NOT - Use open flames for any reason. College policy prohibits any open flame.

DO NOT - Use more than two extension cords in a single multiple plug adapter. Check extension cords for wear.

DO NOT - store flammable and combustible liquids, including gasoline, alcohol, cleaning fluids, oil-based paints and thinners.

DO NOT - use flammable decorations at any time.

DO NOT - obstruct exit paths in any way.

LOCKDOWN PROCEDURES

Lockdown Manager: The Campus President will be the manager for all lockdown procedures. If the President is not available or in any way incapacitated, the Registrar of the College will manage all lockdown procedures.

Determining the necessity for a College lockdown: A lockdown should be initiated when a situation arises that requires the isolation (rather than evacuation) of staff and students from an identified threat. Threats to the safety of individuals on this site include; aggressive or violent intruder, siege/hostage incident, dangerous animals, armed robbery and lightning/severe storms. A lockdown should involve the whole school campus.

Contacting Authorities: Unless not possible the police will be contacted by the Campus President. If the situation creates the demand for immediate contact of the authorities and the President is not available, the police must be contacted by the person or persons closest to the emergency.

How will the need for the lockdown be communicated: The party determining the need for a lockdown will alert the President of the campus (or the front desk) to the need for the lockdown. Either way, at this time, the front desk person will contact all respective extensions in the building notifying them of the need for the lockdown. Each member of administration will then notify faculty members of the lockdown. At this time, there is no intercom at the College. Each manager will be responsible for calling or texting (cell phone) each faculty member in a classroom a code name that will be determined. At that time, all lockdown procedures will commence.

Lockdown procedures:

- If in class, stay in current classroom
- If outdoors, move to closest, securable room or to designated area and stay
- Check and collect people from adjacent/designated areas
- Students and staff to stay out of sight as much as possible e.g. sit on floor
- Turn off lights
- Close windows and lock doors
- Stay quiet
- Staff remind students not use mobile phones and turn off (to prevent texting).
- Note all students, visitors and volunteers that you have in your area
- Keep intercom and phone lines free – staff may be able to use mobiles to assist

Determination of End of Lockdown: Students and staff must remain quiet and not leave their lockdown location until such time as they are notified by Police or Administration that it is safe to do so.

BROWN MACKIE COLLEGE

SAN ANTONIO

Crisis Management Plan

Revised: July 2011

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Crisis Management Plan

Purpose

The purpose of this guide is to outline procedures for Brown Mackie College-San Antonio (BMC-SAN) Crisis Management Plan, define terms, and delineate responsibilities for the Crisis Management Team (CMT).

Overview of Crisis Management

Brown Mackie College-San Antonio (BMC-SAN) 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 reality that communication 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 is a challenge. 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 (BMC-SAN) property and/or in the neighboring community. Examples of emergencies may include: bomb threat, sexual assault, murder, major fire or power outages, suicide, natural disaster, legal claims against BMC-SAN or irreparable harm to BMC-SAN's reputation and business prospects, or any situation that, in the judgment of others, poses a threat of life or property damage.

Any member of the BMC-SAN 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 the Campus President who will then, as the situation merits, contact EDMC legal council and Program Chairs/Department Directors.

Crisis Management Team Members

President of BMC-SAN
Dean of Academic Affairs
Senior Director of Admissions
Director of Career Services
Sr. Financial Aid Officer

Crisis Management Team Alternative Members

Student Accounts Advisor
Registrar
Program Chairs/Department Directors
Key Staff Members

Crisis Management Team Phone Numbers

(refer to Appendix A)

Department/Employee Telephone Notification

Each Program Chair/Department Director shall maintain a current list of his/her employees' home and/or mobile 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.

All faculty and staff will also have a current list of classroom telephone numbers at their desks.

Crisis Team	Designated Area of Responsibility
Campus President	2nd Floor
Senior Director of Admissions	1 st Floor
Dean of Academic Affairs	3rd Floor
Financial Aid	2nd Floor
Library Services	2nd Floor
Registrar	2nd Floor
Student Accounts Manager	2nd Floor

Managing Media Communications

Handling Calls from Reporters

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

However, it is equally essential that BMC-SAN communicates to the media with one voice. For this reason, all requests for information from reporters must be channeled through the Campus President.

The 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 School’s 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 Dean of Academic Affairs, Director of Student Services or Senior Director of Admissions.

Crisis Media Management: Step-by-Step Procedure

Step One: Channel the Information

Any BMC-SAN 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 Campus President or his/her designee upon notification that an emergency situation has developed that warrants a coordinated response by BMC-SAN. Upon learning of an incident, the Campus President or his/her designee calls an emergency meeting in the following manner:

- 1) The President of BMC-SAN will inform the closest Executive Assistant to contact the Dean of Academic Affairs and the Director of Career Services.
- 2) The EC will meet in the office of the BMC-SAN President. The BMC-SAN President or his/her designee immediately contacts EDMC with news of the crisis.

In the event it is not possible to meet on campus at the 4715 Fredericksburg Rd.. location due to the type of crisis, alternative location will be announced based on 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 BMC-SAN going to do about it?

What past actions has BMC-SAN taken to prevent such a crisis?

What are the names and contact information of those involved?

What is the status of the official investigation?

Step Four: Prepare the Message

The CMT will discuss appropriate response alternatives for BMC-SAN, 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 BMC-SAN is handling the situation.
- Demonstrate a solid track record.
- Demonstrate measures that BMC-SAN has taken to prevent such a crisis.
- Communicate what measures BMC-SAN will take to prevent such an occurrence from happening in the future.
- Show speed of response and completeness of information.

Tool:

- Media spokesperson
- Fact sheet/press releases

Step Five: Establish Communication Systems

In times of crisis, BMC-SAN must be seen by its constituents as actively managing the situation. For this reason, it is especially important that BMC-SAN 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
- Families of students
- Alumni
- Program Advisory Boards
- EDMC

Communications systems: meetings, e-mail, Program Chairs/Department Directors, telephone, fax, newsletters and Web site.

External Audiences:

Media Tools: press release, press conference, media visits, telephone, fax, newsletters, Web site.

- Employers
- Off-Site Extern Site Coordinators
- Business partners
- Industry leaders
- Government
- Neighbors

Tools: visits, fax, telephones, e-mail and letters.

The Campus President will maintain a contact log for all media and community inquiries about the incident.

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 BMC-SAN. However, in order that BMC-SAN 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 Communication

Once the CMT determines that the crisis situation has passed, BMC-SAN 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.

School/Campus Closing

Crisis: 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 BMC-SAN due to an emergency, Executive Committee members 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 BMC-SAN President or his/her designee in accordance with EDMC guidelines.

Emergency Medical Assistance Procedures

- 1) Remain calm.
- 2) Check the scene for safety and eliminate any unsafe conditions. If necessary, deputize another employee to assist you. Check the injured person and assess:
 - a) Is there severe bleeding?
 - b) Is the person unconscious? Is there a head injury?

- c) Is the person having trouble breathing?
 - d) Is the person turning colors?
- 4) If yes, to any of these, call 911 immediately.

Have a faculty or staff member stay with the injured person.

When calling 911, be sure to have the following information:

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

DO NOT HANG UP UNTIL THE 911 DISPATCHER HANGS UP!

- 5) Use your best judgment — if in doubt, call 911.
- 6) Ask the student or employee if there is a person he/she would like to have notified.
- 7) A student has the right to refuse paramedic or hospital treatment.
- 8) After the incident, please contact the Campus President to complete an injury report or for assistance with any other documentation and or follow-up.

Basic First Aid Procedures

- Try to remain calm.
- Assess the injury.
- If the person is able to go with you, take the student to the nearest office 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, the Registrar's office can assist in arranging transportation if necessary.
- After the incident, please contact Campus President to complete an injury report.

Notifying Family Members of an Employee/Student Injury or Illness

A member of the Executive Committee 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 Campus President can provide emergency contact information for faculty and staff.

In the event of a serious or life-threatening injury, illness, or death, the Campus President should be contacted immediately to assist with notifying the family. Notification should be done by a member of the Executive Committee.

Emergency Evacuation Procedures

- Stay calm. Stop work immediately and evacuate. Do not pack up work supplies or work in progress.
- Follow directions for exiting your area. Exit the building using nearest stairwell only.
- Physically-challenged individuals should wait at 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 Campus President.

Emergency Notification:

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

A table of suggested exit routes is located in the appendix.

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

All exit routes are posted within the classrooms.

Students are informed at orientation concerning exit routes and the proper way to exit the building in case of an emergency.

All faculty and staff members are instructed in the proper procedures to evacuate the building in case of a crisis.

Instructions for the Physically Challenged:

All doors and emergency exits in the building are ADA compliant. All persons should proceed to their designated area and wait for further instructions. In the event of an emergency, the CMT, BMC-SAN 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 BMC-SAN 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, Administrative 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 Campus President and his/her designated staff.
- 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, contact the American Red Cross, American Red Cross for emergency shelter locations. 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 will use e-mail and voice mail to announce 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 Dean of Academic Affairs will provide information on counseling services for those students and staff who may have lost a friend or a significant other and/or utilize bereavement services. The students have access to the Student Assistance Program and employees have access the Employee Assistance Program.
- 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.

Fire

Crisis: A fire is discovered in the building.

- Upon discovering a fire, close the door to the room where the fire is located.
- Use your best judgment and, if the fire is small, you may wish to fight it with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting. If you are not sure, read the instructions on the extinguisher.
- Call the front desk receptionist at "4800." 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 Evacuation Plan.
- 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: The Campus President or a designated member of the CMT.
- The building blueprints are stored in the BMC-SAN President's office.

Fights

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

Dean of Academic Affairs
Lead Instructor
Registrar's Office

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 Dean of Academic Affairs or Campus President 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 Lead Instructor/Department Director, 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 Dean of Academic Affairs or the Campus President. The Dean of Academic Affairs or the Campus President 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 Lead Instructor/Department Director and to the Campus President. The Lead Instructor/Department Director and Dean of Academic Affairs will determine whom else needs to be involved to handle the problem, based on the nature of the situation.
- The Dean of Academic Affairs will take disciplinary action if the incident involves a student. If it is an employee, the appropriate Department Director or Campus President 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.

Employee Suspects or Witnesses A Crime

If an employee suspects students are breaking the law, the employee should contact 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:

Campus President
Dean of Academic Affairs

Bomb Threat

- 1) Remain calm.
- 2) Treat all threats seriously. Try to follow “questions to ask” from the FBI Bomb Data Center. *(Refer to Appendix B)*
- 3) Do not delay taking action for any reason.
- 4) Report the situation to your supervisor or the nearest Executive Committee member. The Executive Committee will order the evacuation of the building, if necessary.
- 5) The Crisis Management Team will go to classrooms and offices and notify people to evacuate.
- 6) Do not turn any lights on or off during a bomb threat.
- 7) Do not use any type of radio device or cell phone!

8) Call 911, and complete an Incident Report Form.

Suspicious Package is Observed

- If you spot a suspicious object, package, etc., report it to the Campus President, 270- 886-1302. 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. An Executive Committee member 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.

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 housekeeping 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.
- Dispose of bloody gauze, gloves, and clean-up materials in hazardous materials containers located in the Medical Assisting laboratory.
- Sharp items should be considered as potentially infected and should be handled with extraordinary care to prevent accidental injuries.
- “Sharps Containers” are located in the Medical Assisting Lab.
- An Incident Report Form should be completed.

Biological Threats

- In the event of a biological threat, please contact the BMC-SAN 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.
- The Campus President will contact the Transwestern property manager Theresa Miller at 210-681-2494.

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 Dean of Academic Affairs or Security. 911 should be contacted immediately.
- The Dean of Academic Affairs or his/her designee 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 Dean of Academic Affairs will then investigate and handle disciplinary action.
- Dean of Academic Affairs 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 Dean of Academic Affairs, with input from the Executive Committee and the Campus 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 an Executive Committee member.
- The Executive Committee member will consult with the Dean of Academic Affairs 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 Academic Affairs, if a student is involved, or by the Dean or Campus President, 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 Academic Affairs or the Campus President.

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 Dean of Academic Affairs of the situation and the location to assist in directing emergency personnel.
- Notify an Executive Committee member of the situation, who will then notify the President and other 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 Program Chairs/Department Directors.
- 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 Campus President will coordinate this information.
- Follow-up 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 Dean of Academic Affairs or Campus President will file an Incident Report Form.
- The EDMC Legal Counsel will be notified of the situation.
- Faculty and staff are advised by a Dean of Academic Affairs 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 Academic Affairs or an outside referral source.
- Continued identification of high-risk students and referrals to Dean of Academic Affairs.
- Provision of ongoing support and instruction for students and employees who will be giving testimony or dispositions.

Death of an Employee

- The person aware of an employee’s death immediately notifies the President.

- The Executive Committee member notifies the Campus President.
- The Campus President, in conjunction with the RVP 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 Brown Mackie College 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 Dean of Academic Affairs, Lead Instructor or the Campus President attends each of the classes taught by the faculty member to notify students of the instructor's death.
- The Campus President initiates the deactivation of the voicemail and e-mail of the deceased.
- The Campus President removes any company property from the deceased employee's home.
- The Campus President along with the RVP of Human Resources notifies insurance plans, and gathers information for the family of the deceased, including life insurance, retirement plan beneficiary, and distribution process.
- The Campus President sends flowers or "in lieu of donation" to the family.
- The employee's supervisor and Campus President determine the appropriateness of a campus memorial service.
- The Dean of Academic Affairs posts information regarding the Student Assistance Program.
- If the death is sudden or the result of violence or suicide, group debriefings may be appropriate. The Dean of Academic Affairs 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 Dean of Academic Affairs. If the Dean of Academic Affairs is unavailable, forward the call to the Associate Dean of Academic Affairs. If neither of the Deans is available contact the Campus President.
- The Dean of Academic Affairs will get information about the family member from the caller.
- The Dean of Academic Affairs will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The Dean of Academic Affairs will provide emotional assistance to the student as needed. The Dean of Academic Affairs may also assist the student with arrangements for getting him/her home, etc.

- The Dean of Academic Affairs will notify the student's Program 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 Academic Affairs to meet with the family member.
- Arrange for the notification to occur in a private office. Ask the family member if having a Dean of Academic Affairs present is desired. If so, the Dean of Academic Affairs should remain.
- Notify the appropriate Lead Instructor/Academic Department Director of the situation.

Death of a Student: Dean of Academic Affairs Procedures

- 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.

Follow-up:

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

APPENDIX A: KEY CONTACT INFORMATION

Crisis Management Team Members

President, Robert Pope: work 210-428-2211, cell 210-380-8965
Dean of Academic Affairs, Tenishia Jackson: 210-428-2250, cell 210-382-8187
Senior Director of Admissions, Elena Cano: 210-428-2213
Financial Aid, Jamie Basden: work 210-428-2227
Registrar, Teresa Laughlin-Hopwood: work, 210-428-2244
Student Accounts, Shameem Meghani: work 210-428-2250

Security Contacts: Police - 911

CS Contacts

Region 2 Group Vice President, Kate Osio: (214) 412-4360
CS IT Specialist, Tony Gesche: (502) 553-1039
Regional Vice President of Finance, Joe Kues: (412) 830-2014

Suggested Exits for Evacuation

Building	Room	Room Format	Suggested Exit (do not use elevators)
	202		Stairwell - Either side
	221		↓
	222		↓
	223		↓
	224		↓
	306		↓
	307		↓
	318A & B		↓
	407		↓
	408		↓
		Bookstore	↓
		Admissions Reception	Front Exit
		SDOA Office	Front Exit
		Reception Area	Front Exit
		Records File Room	2nd Floor back exit
		Registrar Office	2nd Floor back exit
		Financial Aid Office	2nd Floor back exit
		Campus President	2nd Floor back exit
		OTA Lab	Stairwell - Either side
		Faculty Room	Stairwell - Either side
		MA Lab	Stairwell - Either side
		Student Lounge	Stairwell - Either side
		Comp Lab	Stairwell - Either side
		Comp Lab	Stairwell - Either side

Building	Room	Room Format	Suggested Exit (do not use elevators)
			side
		Career Services	Front Exit
		Library	Side Doors

APPENDIX B: FBI BOMB CENTER FORM
FBI Bomb Data Center Form

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

Threat Language

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

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	_____ Other
_____ Animal noises	_____ Local	_____
_____ Voices	_____ House noises	_____
_____ Clear	_____ Long distance	_____

Remarks:

Number at which call was received:

Time: _____ Date: _____

Your Name:

Position: _____ Phone number: _____

Report call immediately to: 911, your supervisor, BMC-HO President or his designee.