

**Brown Mackie College – Phoenix
13430 N. Black Canyon Hwy., Suite 190
Phoenix, AZ 85029**

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

Brown Mackie College – Phoenix is providing the following information to all of its employees and students as part of the Brown Mackie College - Phoenix 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 Rich Hightower, Academic Advisor, Department, by mail or by phone:

13430 N. Black Canyon Hwy., Suite 190
Phoenix, AZ 85029
(602) 337-3044

CAMPUS SECURITY AND CRIME PREVENTION POLICY

Brown Mackie College - Phoenix Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Report is distributed to every student and employee on an annual basis and is available to prospective employees and students at their request. 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 in their classes through the Campus Security and Crime Prevention Policy Handout. This 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 and employees 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 and confidential basis for inclusion in the annual disclosure of crime statistics by contacting the Academic Advisor Rich Hightower, or in her absence the Campus President. Reports are kept in a secure location in the office of the Registrar. Names of victims or witnesses are not disclosed in the crime report. It is the policy of Brown Mackie College - Phoenix 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 - Phoenix facilities to the Academic Advisor, Rich Hightower, or in her absence the Campus President, Connie Scollard, either by person or by calling (602) 337-3044. If the Academic Advisor Rich Hightower or the Campus President, Connie Scollard, are not available you may contact the Registrar, Bonnie Bowers at (602) 337-3044 and the Phoenix Metropolitan Police Department by dialing 911 or (602) 262-6151 (non-emergency).

All criminal activity is documented by the completion of an Incident Report and is reported to local police agencies and to the Academic Advisor Rich Hightower or the Campus President, Connie Scollard. 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 Phoenix Metropolitan Police Department by dialing 911 and then notify the Academic Advisor Rich Hightower or the Campus President Connie Scollard.

POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS

All incidents are reported and documented on the Incident Report. Reports are kept in a secure location, in the Office of the Registrar. The annual crime report is prepared by gathering campus crime statistics and data from the local police department and other relevant information by the Academic Advisor, Rich Hightower.

SECURITY AND ACCESS TO THE INSTITUTION

It is the policy of Brown Mackie College - Phoenix that access to Institution's facilities be limited to authorized personnel, students and invited visitors. Visitors are at all times subject to Brown Mackie College – Phoenix’s policies and conduct codes. Students and employees are responsible for the conduct of their guests at all times.

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 alarm systems and 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 8:00 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 Academic Advisor Rich Hightower or the Campus President Connie Scollard, any suspicious activities that relate to the Institution or of its Properties, regardless of how minor these may seem. You should also contact Phoenix Metropolitan Police Department by dialing 911 or (602) 262-6151.
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 entrances to the buildings in the evening are 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 Academic Advisor Rich Hightower or the Campus President Connie Scollard, if a student becomes ill or is injured while at the campus.
2. Upon enrollment, report to the Academic Advisor Rich Hightower or the Campus President, Connie Scollard, 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.

CAMPUS SECURITY ENFORCEMENTS

Brown Mackie College - Phoenix does not have Campus Security Enforcement officers. The Academic Advisor Rich Hightower, or the Campus President Connie Scollard, or the Manager on Duty in the evening, or the evening Receptionist on duty will notify the police department as warranted. Someone is on duty during the hours the building is occupied. They are responsible for ensuring that persons entering the building are employees, students, and their families or invited guests. They are authorized to request identification from individuals who are unfamiliar to them, and identification is required of all individuals arriving or leaving after the building is secured. They have the authority to evict unauthorized persons from the premises. Students are advised to carry proper identification at all times and to present identification upon request. The Institution's personnel may not make arrests, but is instructed to promptly contact the Phoenix Metropolitan Police Department at (602) 262-6151 if any illegal activity occurs.

RELATIONSHIPS WITH LOCAL AND STATE POLICE

Brown Mackie College - Phoenix is located in Phoenix, Maricopa County. Brown Mackie College – Phoenix maintains a close working relationship with the Phoenix Metropolitan Police Department with periodic contact initiated by Brown Mackie College – Phoenix personnel to ensure that Brown Mackie College – Phoenix is aware of criminal offenses and arrests occurring on or near the campus so that they can be properly reported, and if necessary, provide for timely warning reports on crimes that represent a continuing threat. Timely warning reports are placed in employee mailboxes and students are notified with memos or other correspondence handed out to them in class by their respective instructors. Bulletins are also posted around the Institution.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT CAMPUS SECURITY

All new Brown Mackie College - Phoenix employees are instructed on crime awareness, prevention, and campus security during the hiring process. Employees are instructed on crime awareness, prevention and campus security during staff/faculty meetings, and are also encouraged to take responsibility for their own security, as well as their fellow co-workers and students.

All new Brown Mackie College - Phoenix students are instructed on crime awareness, prevention and campus security during their first class (Professional Development), and are encouraged to take responsibility for their own security, as well as their fellow classmates and the Brown Mackie College - Phoenix employees. The monthly class meeting includes a description of campus security policies and procedures, suggestions on how to avoid becoming a crime victim, evacuation plans at the institution, and procedures for reporting any criminal activity or emergency. Brown Mackie College – Phoenix 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. Note: 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 Academic Advisor.

PROGRAMS TO INFORM STUDENTS AND EMPLOYEES ABOUT THE PREVENTION OF CRIMES

The Institution provides in-service programs designed to heighten awareness of crime and its prevention. These in-service programs are conducted by local law enforcement officials two times per year. Topics included in these informational programs are proper procedures for reporting Criminal Actions (as stated above- "Reporting Criminal Actions or Other Non-Emergencies", personal safety, living in a city, crime prevention, basic safety, and neighborhood watch programs. In addition to the annual campus security report, students and employees are notified of specific security concerns as they arise throughout the year.

In the event the Institution, with the assistance of the local police, determines that a particular criminal offense continues to be a threat to the campus community, it will notify the Institution's community by bulletin board notices, and notices read by instructors in classrooms.

Students are requested to review the Institution's School Catalog where sections discussing Student Conduct Policy can be found. Also, students are requested to read this *Campus Security and Crime Prevention Policy* handout that discusses procedures for reporting Crimes and Emergencies, Crime Awareness, and Campus Security. Employees are requested to review the Institution's *Employee Handbook* where information regarding Employee Conduct and the Safety policy can be found. Furthermore, employees are requested to read this *Campus Security and Crime Prevention Policy handout* 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 offices showing layout of 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.

College Policy on Reporting of Emergency/Fires: Any member of the community who becomes aware of any active or past fire must notify the Academic Advisor Rich Hightower or the Campus President Connie Scollard immediately. Every person in the building, including staff, faculty, students, visitors, and contractors where the fire alarm is sounding, regardless of known equipment that could cause a fire should be turned off before exiting the building if it can be done quickly and safely. All occupants will assemble at a safe distance from the building and await further instructions from fire department and/or Administration. No occupant will re-enter a building until clearance is given by fire department and/or Administration.

Evacuation plans have been posted in all classrooms and offices showing the layout of the building. The Crisis Management Plan has been put into effect to handle emergency responses and evacuation procedures. This plan is updated on an annual basis and is available to review in the admissions department. The Crisis Management Plan is distributed annually. Connie Scollard, Campus President is responsible for information obtained in the plan and having plan distributed.

Executive Committee members will access the emergency and decide what actions need to take place after evacuating the building and notifying proper authorities. During an event that may cause the campus to close, Connie Scollard, Campus President, will notify the Corporate Public Relations Department who will cause an announcement of the duration of the closure to be listed on the college's national website.

Emergency Notification: In the case of an emergency, Connie Scollard, Campus President, should immediately be notified.

What should I do if I discover a fire?

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

1. Pull the nearest fire alarm. If there is no nearby fire pull station, call 911.
2. Exit the building immediately; notify those in the immediate area of the danger.
3. Never use the elevator; use the stairways.
4. Assist in removing any person needing assistance from the immediate area to the stairways to wait for fire department personnel (or to the outside if that can be done safely). However, never place yourself in danger.
5. Assemble outside your building at the predetermined location.
6. Follow the instructions given by the Executive Committee members and the Phoenix Fire Department.

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 Institution 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 - Phoenix 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 - Phoenix also enforces state laws regarding underage drinking. This prohibition applies while on the property of the school or when participating in any institutional activity. Students or employees who violate this policy will be subject to disciplinary action up to, and including, expulsion from school or termination of employment.

PROGRAMS AND PROCEDURES REGARDING SEXUAL ASSAULT

Educational programs promoting the awareness of rape, acquaintance rape, and other sex offenses are presented by the Institution with the assistance of guest speakers twice a year. Guest speakers present discussions on rape awareness, reducing the risk of being a rape victim, and what to do if you are attacked. Brochures on sexual assault issues are available in the Student Lounge. Should a student or employee be sexually assaulted, it is the student(s)/employee(s) option to notify the appropriate law enforcement authorities, including on-campus authorities and local police. At the

student's/employee's request, security, the Dean of Academic Affairs, the Executive Committee or other Brown Mackie College - Phoenix 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 National Sexual Assault Hotline-RAINN (800) 656-4673. It is open 24 hours a day and their counselors can help answer medical and emotional questions at any hour and in complete confidence. Victims may also call the National 24-Hour Domestic Violence Hotline (1-800-799-7233; TDDY 800-787-3224). They have Spanish speakers and 135 languages. 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 - Phoenix 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 - Phoenix personnel take steps or actions reasonably feasible to prevent any unnecessary or unwanted contact or proximity with alleged assailants, if applicable or the transfer of classes.

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

CASA

Phoenix, AZ

(602) 254-6400 (sexual assault crisis counseling/prevention/crisis line)

Center Against Family Violence

Mesa, AZ

(480) 644-4075 (comprehensive victim services)

NAMI Arizona (National Alliance on Mental Illness)

2210 N. 7th Street

Phoenix, AZ 85006-1604

(602) 244-8166

(800) 626-5022

Disciplinary Action and Sanctions

On-campus disciplinary procedures against students will be in accordance with Brown Mackie College - Phoenix 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 Brown Mackie College - Phoenix's final determination and any sanction with respect to the alleged sexual offense. 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 A.R.S. 13-3827 of the Violent Crime Control and Law Enforcement Act of 1994 is available with the Phoenix Metropolitan Police Department, located at:

620 W. Washington Street
Phoenix, Arizona 85003

Additional information can be obtained by calling the police department at (602) 262-7626.

OR:

Information regarding registered sex offenders under section A.R.S. 13-3827 of the Violent Crime Control and Law Enforcement Act of 1994 is available on-line at:

<https://az.gov/webapp/offender/main.do>

On-campus computer labs with internet access are available for you to view the above website in all computer classrooms/ library from:

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

CRIME STATISTICS

Statistics are provided for your information in compliance with the Jeanne Clery Disclosure of Campus Security Act and Campus Crime Statistics Act. Brown Mackie College - Phoenix prepares the crime statistic policies annually by gathering all reported data and the BMC Central Office prepares the report for the employees and students of Brown Mackie College - Phoenix. The requested statistics are from 2007, 2008, and 2009. Brown Mackie College – Phoenix began its first course on May 4, 2009, therefore, there are no crime statistics to report for 2007 and 2008. However, local police agencies are contacted by the Student Advisor Michelle Pinon, to maintain a working relationship and formulate statistics for the annual crime statistics report. Set forth in the boxes below are statistics concerning the number of criminal offenses on the Institution's campus, non-campus buildings and property, and public property. Victims or witnesses may report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics.

Brown Mackie College – Phoenix

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

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



**Crisis Management Plan
and
Procedures Manual**

July, 2011

Change Log

Version	Person Responsible	Description	Date
Initial	Connie Scollard	Initial creation of Crisis Management Manual	September 2010

Emergency Contact Numbers Quick Reference
Local/Community Resources

Campus Security Provider – Kevin Thomas 602-717-8377

Local Fire/Police/Paramedics – Phoenix 911/Non-emergency 602 262-6151

AZ Department of Public Safety – 602-223-2000

Hospitals – Banner Good Samaritan Medical Center 602-839-2000

Health Clinics – Mayo Clinic 480-466-0967

Red Cross/United Way – 602-336-6660/602-631-4800

Child Protective Services – 1-866-635-3748

Electricity Provider – SRP 602-236-888/APS 602 371-7171

Elevator Maintenance/Repair – Lexington Management 602-938-4788

Telephone Provider – Cox Telephone 623-594-1000/Qwest 800-475-7526

HVAC – Comfort World AC & Heating 602-626-3062

Janitorial Services – Lexington Management 602-938-4788

Plumbing – Quail Plumbing, Inc. 602-904-7923

AZ Office of Environmental Health – 602-542-1001

Local Poison Control/Animal Bite Hotline – 1-800-222-1222

Rape Hotline – 602-258-1195

Psychiatric/mental Health Services – 602-374-7439

Hazardous Materials Team – 602-253-8040

The Wellness Corporation (EAP) – 800-828-6025

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CRISIS MANAGEMENT PLAN OVERVIEW

Introduction

The Crisis Management Plan is a basic guide to providing a response system, by the Brown Mackie College – Phoenix Administration, to a major crisis or emergency occurring on the College Campus. All personnel designated to carry out specific responsibilities are expected to know and understand the policies and procedures outlined in the plan. The response to any major crisis or disturbance will always be conducted within the framework of the plan.

Purpose

The Crisis management Plan is designed to effectively coordinate the use of College and community resources to protect life and property during and immediately following a major crisis or disturbance on the Brown Mackie College – Phoenix Campus. It is placed into operation whenever an emergency affecting the campus cannot be controlled through routine, daily and normal channels and procedures.

The Plan is meant to be a response system for coordinating and deploying essential College services in the event of a major crisis or emergency on the Brown Mackie College – Phoenix Campus.

At Brown Mackie College – Phoenix, planning ahead for a major crisis or disturbance is part of our normal business planning and campus life. All members of the campus community share a responsibility for preparedness. An emergency can strike anytime, anywhere and a major crisis will affect everyone.

GENERAL CRISIS RESPONSE GUIDELINES

Call 911 in matters of life and death or if you are uncertain about the severity of a situation.

Building Security should be contacted concerning all safety and safety-related issues as soon as possible at 602-861-9900 (main) or 602-717-8377 (cell).

The nature of an incident will determine which BMC-PHX employees respond. This may include the President, the Executive Committee, or the Crisis Management Team. Others will be called upon as the situation decrees.

The Presidents/or an Executive Committee member are the only ones to have contact with the media regarding crisis incidents. All inquiries by media should be directed to them. Students, faculty, and staff should be advised not to talk to the media.

In most cases, Incident Report Forms should be completed and filed. These can be obtained from Student Services or the Forms file on the shared drive. Originals are to be filed with the Registrar's Office with copies to any department chair, as needed.

EMERGENCY PHONE NUMBERS

Property Management	(602) 938-4788
Fire/Medical/Police	911
Police Non-Emergency	(602) 262-6151
Management Security (cell phone)	(602) 717-8377
On-site Security (cell phone)	(602) 861-9900

**Brown Mackie College - Phoenix
CRISIS MANAGEMENT TEAM/*ALTERNATIVE MEMBERS**

Name	Title	Extension	Direct Line	Cell Phone	Email
Connie Scollard	Campus President	2375	480-375-2375	513-317-3318	cscollard@brownmackie.edu
Daphne Jones	Interim Dean of Academic Affairs	2416	480-375-2416		djones@brownmackie.edu
Bonnie Bowers	Registrar	2346	480-375-2346	720-939-7266	bbowers@brownmackie.edu
Mike Crance	Sr Director of Admissions	2340	480-375-2340	480-528-2183	mcrance@brownmackie.edu
Patricia Curtis	Sr Director of Financial Aid	2378	480-375-2378	602-910-1598	pcurtis@brownmackie.edu
Carole Redden	Director of Career Services	2345	480-375-2345	602-460-8883	creden@brownmackie.edu
Deb Thibodeaux	Group Vice President		602-383-1950	623-243-0709	dthibodeaux@brownmackie.edu

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

Assembling the Crisis Management Team:

A member of the Executive Committee will activate the CMT on notification that an emergency situation warranting a coordinated college response has developed. Once notified, the team will meet. The meeting will take place in the Campus President's Office or if unable to access, the office of the Academic Dean.

Defining the Crisis:

The CMT will quickly gather information pertaining to the crisis. No public statement regarding the crisis will be made until the following information has been gathered:

- A description of the crisis
- A chronology of events comprising the crisis
- Possible causes of the crisis
- School response
- A list of measures intended to respond to the crisis
- The status of the official investigation
- Names and contact information of those involved
- Notification of and input of EDMC Corporate Offices

A crisis may include legal claims or potential legal claims against the college or allegations threatening irreparable harm to the reputation of the college and its business prospects.

Respond:

The initial response should be delivered in the first hour after a crisis and be vetted for accuracy. Should the EDMC Crisis Team feel it necessary to utilize its communications plan, it trumps any local-level communications plan.

- Actions to be taken will be identified
- The first response will happen within the first hour
- Accurate facts will be shared
- Designated Spokesperson will be consistently informed of crisis events and key message points
- Public safety number one priority
- All available communication channels will be used
- Local level communications team will brief the EDMC team regarding communication steps already taken as well as the division of labor moving forward

Recovery:

The nature of the crisis will determine the appropriate recovery method used. (Victim Crises, Accident Crises, or Preventable Crises)

After the crisis, evaluate how well it was handled. Knowing what was done well and what could have been done better will only help refine the crisis communication plan and make it more effective in the future.

- 1) View/read media coverage - The best way to evaluate is to watch and read the media coverage of the crisis. Seeing how each of the campus' actions was covered by the press can help form future media strategies.

- 2) Debrief - The crisis communication team should convene after the crisis ends to evaluate every action taken and the crisis communication plan itself. It is important to learn from successes and from mistakes.
- 3) Test the plan - To ensure that the plan works and is kept up-to-date, it should be tested and evaluated annually.

If needed, a public forum should be scheduled and coordinated to communicate details of the incident and events to all interested members of the campus community. The timeliness of this meeting is critical and every effort should be made to see that it occurs within three work days from the close of the crisis. Representatives from Campus Security, Student Affairs, Campus President and Human Resources should attend and be prepared to answer questions and share pertinent information. Specific departments and/or individuals also may be requested to attend and participate depending upon the nature of the crisis.

Immediately following a crisis, it is also imperative that the campus be sensitive to the needs of faculty, staff and students who may have been personally affected by the situation. There may be a need to assist a victim/s and obtain information regarding a referral to available resources. Human Resources will be the contact for employees and Student Affairs for students. Representatives from both areas should follow up with their respective constituents to ensure their needs are being addressed and offer further assistance.

Rumors may follow a crisis, further creating an atmosphere of anxiety. Take full advantage of email, Web page notices, information hotlines, bulletin boards, etc. to report facts as appropriate. Voice mail broadcasts to faculty/staff, students and others with voice mail accounts can also be arranged.

Depending upon the nature of the crisis, services and assistance may have been rendered by agencies, companies and/or individuals external to the campus. PR will ensure that applicable follow-up information, as well as thank-you letters, are forwarded to appropriate persons

It may become necessary to evacuate buildings and/or areas surrounding facilities to protect and ensure the safety of people. If such a situation occurs, decisions regarding work space accommodations and/or leave requirements for faculty and staff, as well as class schedules and possibly housing accommodations for students, would need to be addressed.

Issues surrounding leave for staff employees should be directed to the Human Resources Division.

Student questions should be directed to the Department of Student Services.

Faculty should address any concerns with the President's Office.

BIOHAZARDS

EXPOSURE TO BODILY SUBSTANCES

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

CRISIS MANAGEMENT OUTLINE:

Universal precautions will be observed by all BMC 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 with any contact with people or contaminated articles in which direct exposure to blood or other body substances may be anticipated. Gloves must be removed immediately or as soon as feasible after contact and followed by a 10-second hand wash. Gloves are located in all first aid kits. Location of first aid kits are:

Student Services Area

- Blood and body substance spills are to be promptly cleaned up by gloved personnel using a bleach solution. Contact custodial 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 feasible.
- Call janitorial staff to dispose of bloody gauze, gloves, and clean-up materials in a plastic bag and tie the bag securely. Dispose directly into dumpster.
- Sharp items should be considered as potentially infected and be handled with extraordinary care to prevent accidental injuries.
- Call Janitorial Staff for removal and disposal of “sharps container.” Hypodermic needles should be handled carefully with tongs and gloved hands. Janitorial staff will wrap the needle(s) in a towel and place the needle(s) in a tin can.
- An Accident/Injury Report Form should be completed, if appropriate. These forms are available from student services or in the Forms folder on the shared drive.

BIOCHEMICAL/HAZARDOUS MATERIAL/RADIATION

Person Discovering

- Isolate the item in question by evacuating and securing the area.
- Contact emergency personnel by dialing 911.
- Contact on-site security by calling **(602)861-9900**
- Notify Property Management **(602)938-4788**
- If applicable, implement Building Evacuation Procedures.

SUSPICIOUS MAIL/PACKAGE

- Do not handle the mail piece or package suspected of contamination.
- Immediately notify your Director who will further determine if a possible threat exists and, if so, will contact the local police.
- Notify Property Management (602) 938-4788 .
- If your Director is unavailable, make sure that contaminated or suspicious packages are isolated.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- The police will collect the mail or package, assess the threat situation, and coordinate with the FBI.
- Designated officials will notify local, county, and state health departments.
- Designated officials will notify the state emergency manager.
- List all persons who have touched the letter and/or envelope. Include contact information. Provide the list to the Inspection Service.
- Place all items worn when in contact with the suspected mail piece in plastic bags, keep them wherever you change your clothes, and have them available for law enforcement agents.
- As soon as practical, shower with soap and water.
- If prescribed medication by medical personnel, take it until otherwise instructed or it runs out.
- Notify the Center for Disease Control Emergency Response at 1-800-CDC-INFO (1-800-232-4636) for answers to any questions.

MEDICAL EMERGENCY

CRISIS: Employee or student is experiencing a serious or life-threatening injury or illness on campus or in school-sponsored housing.

CRISIS MANAGEMENT OUTLINE: Evaluate the situation and determine the gravity of the situation.

- Employees should request emergency medical assistance immediately for any person on BMC property who requests or demonstrates a need for medical attention. Emergency assistance will be provided for any of the following reasons, or for any reason that appears to require medical assistance: heart attack symptoms; loss of consciousness; convulsions; acute shortness of breath; apparent or suspected broken bones; severe cuts, bruises, or heavy bleeding from any cause; severe dizziness or disorientation; choking.
- The employee detecting the need for medical assistance should call or assign someone to call 911 from the nearest phone. Try to have the following information when making the call: sex, age, general type of injury, location of injury, if the person is unconscious, location of the injured person, the address where you want the aid unit to go, and your name/phone number.
- The Receptionist/Security should be notified next and told what and where the emergency is so s/he can direct medics upon arrival. If possible, someone should meet the medics and guide the arriving emergency crew.
- If the person needing assistance is a student, the Registrar's Office should be notified immediately in order to obtain any medical history and/or emergency notification information provided to BMC by the student.
- The employee aware of the medical emergency situation should notify any Executive Committee member.
- Do not move the person if there appears to be a neck, head, or back injury, if s/he is unable to walk or is unconscious, or if the injury is due to a fall. If the person needing assistance cannot or should not be moved, employees should seek, whenever possible, to move other people out of the area or re-route traffic, as appropriate. Keep the person as calm and comfortable as possible.
- If the person can be moved, assist them to an area that offers some privacy.
- Stay with the person needing assistance until the medics arrive. Only trained and designated BMC personnel should administer medical assistance to persons on BMC property. All employees should follow the procedures for "Bodily Fluids" if blood, vomit, or other bodily fluids are involved.

- If needed, a member of the Executive Committee or the Emergency Committee will contact parent, guardian, or partner of student, or partner/relative of employee.
- First Aid kits are located in the Student Services Area.

CRIMES AGAINST PERSON(S)

SEXUAL ASSAULT

CRISIS: A sexual assault occurs on campus.

CRISIS MANAGEMENT OUTLINE:

- If the assault is witnessed, do not attempt to interfere or apprehend the assailant. Call 911 immediately.
- The person assaulted or who knows of the incident should contact Security, the Receptionist, or the Executive Committee. 911 should be contacted immediately if it is a serious assault.
- Security will gather information, notify Property Management, and complete an Incident Report Form. Security will also notify the President or the Dean of Academic Affairs who will file internal reports.
- Campus authorities may assist a student in reporting violations at a student's request.
- If the alleged perpetrator is a student, Security will immediately inform the President or Dean of Academic Affairs of the appropriate school for further investigation and disciplinary action.
- Counselors within the community 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 President, Campus Director, or Dean of Academic Affairs from either school, may prepare a statement.

Long Term/Preventative:

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

VIOLENT INCIDENT ON CAMPUS

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

Crisis Management Outline:

- Do NOT attempt to apprehend or interfere with the assailant(s)!
- 911 is called by the first person aware of the incident.
- Security and the President, or designee, are notified immediately. The President, or designee, will notify the Executive Committee. Security will notify Property Management.
- 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 else is allowed back into the building without police authorization.
- The President or his/her designee appoints an BMC liaison. All communications with authorities will be made through this person. This person will wait by the building entrance to meet and guide the emergency personnel.
- The liaison will identify key personnel to assist with authorities' directives. This may include Security, Executive Committee members, Property Management, and Department Chairs.
- Property Management provides a copy of the floor plan of the building to Police.
- If the situation involves an assailant on the grounds, key personnel will go to classrooms and offices and discreetly alert instructors and staff of the situation and then lock all doors to prevent entry.
- The President or Dean of Academic Affairs will instruct the Receptionist on how to respond to phone calls regarding the situation.
- The President or Dean of Academic Affairs will handle all media inquiries. Staff, faculty, and students will be instructed not to talk to media.

Once the immediate crisis is resolved:

- For those indirectly affected by the incident: Dismissal should occur after an official announcement is made regarding what happened.

- For those directly affected by the incident: Groups consisting of no more than 20 people will be de-escalated by a crisis response team and given time to talk prior to dismissal. The emergency services personnel. See appendix.
- If injuries and/or deaths are involved:
 - Family members of all casualty victims are notified as soon as possible.
 - The President, Dean of Academic Affairs will coordinate this communication.
 - Follow procedures under “Medical Emergency” and/or “Death of a Student/Employee.”
- The President or Executive Assistant to the President will set up a phone line providing information to those that are calling for information.
- Review security measures.
- The President or Dean of Academic Affairs will file an Incident Report Form.
- The Executive Committee and Corporate Legal Counsel are advised of the situation.
- Faculty and staff will be advised by the Counselors to identify and refer those students or employees at high risk for depression. These may include relatives and close friends of the deceased, students with a history of depression or suicide attempts, or classmates who may have witnessed or come upon the scene of death.

Long-Term/Prevention

- Periodic mandatory de-briefing meetings with those directly affected by the incident by outside resources.
- Continued identification of high-risk students and referrals to counselors.
- Provide ongoing instructions for students and employees who will be giving testimony or depositions through EDMC Legal Counsel.

WEAPON ON CAMPUS

CRISIS: Student, employee, or visitor has a weapon, such as a gun or knife, on campus.

CRISIS MANAGEMENT OUTLINE:

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

Non-threatening situation: Possession of weapon is noted, perhaps seen in a person's pocket.

- Individual aware of the weapon possession reports the situation to his/her Executive Committee member.
- The Executive Committee member will consult with the President or Dean of Academic Affairs and make a determination regarding who, in addition to Security, should confront the individual with a weapon. The police may be called if the situation seems appropriate. Property Management is notified if appropriate.
- If the individual is a student or employee, s/he will be approached and asked to remove the weapon from the premises. If the person is a visitor, s/he will be escorted out of the building by Security.
- If the individual declines to remove the weapon from the premises, Security or the police will escort him/her from the premises.
- Disciplinary action will be taken by the Dean of Academic Affairs, (if a student) or by the appropriate Department Director (if an employee). If a person visiting a student or employee committed the infraction, his/her host will be subject to disciplinary review by the Dean of Academic Affairs or the Department Director.

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

CAUTION: Do not attempt to apprehend or interfere with the person with the weapon!

- Attempt to retreat discreetly and assist others to do likewise.
- As soon as 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 BMC reception desk and Security of the situation and location to assist with directing emergency personnel.

- Notify your Executive Committee member of the situation, who will then notify the President and other members and individuals, as needed.

ACTIVE SHOOTER

CRISIS: Someone has entered the area and started shooting or you hear shooting.

CRISIS MANAGEMENT OUTLINE:

It should be noted that these types of incidents are unpredictable. The below guideline are recommendations. You may have to alter some of these suggestions, depending on the situation.

- Exit the building immediately (only if it is safe to do so)
- Seek shelter in a safe location and await instructions from Police or campus officials
- Notify anyone you may encounter to exit the building immediately
- Call 911 and relay the following information
 - Your name
 - Location of the incident (be as specific as possible)
 - Number of shooters (if known)
 - Identification or description of shooter
 - Number of persons who may be involved
 - Your location

If exiting the building is not possible, the following actions are recommended:

- Go to the nearest room or office
- If safe, allow others to seek refuge with you
- Close and lock the door. If the door has no lock, barricade it with items available (desks, chairs, etc.)
- Cover the door windows. Turn off lights.
- Keep quiet and act as if no one is in the room. Silence cell phones
- DO NOT answer the door.
- Treat the injured.
- Wait for police officers to assist you out of the building.

LOCKDOWN PROCEDURES

CRISIS: In the event of a criminal or violent act that has been committed at the campus or in the vicinity near the campus, it may become necessary to lockdown the campus.

CRISIS MANAGEMENT OUTLINE:

The following procedures should be followed:

- All students, faculty, staff and visitors will immediately seek shelter in the nearest room with a door (locking door if available)
- Close and lock all windows and doors. If door has no lock, barricade with available items (desks, chairs, bookshelves, etc.)
- If possible, cover all windows and doors windows
- Stay away from all doors and windows and move to interior walls and sit on floor
- Turn off all lights
- Remain quiet
- Do not leave until instructed to be law enforcement personnel
- If outdoors, safely seek shelter in the nearest building and follow the above procedures

INCIDENTS INVOLVING SUBSTANCE ABUSE: UNDER THE INFLUENCE

CRISIS: A person is acting drunk, high, or impaired while on school property.

CRISIS MANAGEMENT OUTLINE:

- In all cases, an assumption should not be made about the reason for the condition. The person in authority observing the situation needs to gather as much information as possible and should address any concern about observable behavior.
- If the nature of the impairment is unknown, the Dean of Academic Affairs or Academic Advisor should contact the appropriate Counselors 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. They should be asked to leave by the staff or faculty member observing the impairment. If the individual is cooperative but appears to be potentially dangerous to him/herself or others due to the impairment, contact the Dean of Academic Affairs or an Academic Advisor for a counselor. The Dean of Academic Affairs, Academic Advisor, or counselor will call someone (family, roommate, friend, etc.) to escort the person home. If no one is available, or if the individual is uncooperative, contact the police.
- The witnessing staff or faculty member will complete the Incident Report Form in as much detail as possible and submit copies to his/her Department Director and to the Dean of Academic Affairs if the impaired is a student. The Department Director and/or the Dean of Academic Affairs will determine who 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 an employee, the appropriate Department Director, with assistance from the President or Campus Director, will take action.
- Counselors may be utilized in appropriate situations for counseling and/or referrals.

Long Term/Preventative:

- Ongoing training to be provided for staff, faculty, and students about BMC 's Drug-Free environment policy and how to handle situations, consequences, or infractions.
- Ongoing awareness programs on substance abuse issues particular among college students to be offered.

EMERGENCY EVACUATION PLAN

CRISIS: A fire, bomb threat, hazardous materials leak, earthquake, tornado, or other emergency requires evacuation of the campus building located at 13430 N. Black Canyon Hwy., Suite 190.

CRISIS MANAGEMENT OUTLINE:

- Stay calm. Stop work immediately. Grab your valuables but do not pack up work supplies or work in progress.
- Follow directions from nearest faculty or staff member for exiting your area. Exit building using nearest stairwell.
- Physically challenged individuals are to wait at the top of the stairwell for authorized emergency personnel to assist them. A near-by staff or faculty member should wait with this individual and instruct another employee to notify emergency personnel of their whereabouts. (See Evacuation of Disabled.)
- After exiting, immediately move a minimum of 100 feet from the building.
- Do not re-enter the building until emergency personnel give the “All-Clear.”
- Emergency evacuation routes are posted. Each room of the building will have designated personnel to search and confirm that all offices, classrooms, and restrooms are evacuated. They are as follows:

1st Floor President **or** Dean of Academic Affairs **or** other EC member

- If instructed to evacuate, do not use the fire alarm system as it could set off a bomb! Key personnel will go to classrooms and offices to notify people to evacuate. Follow regular evacuation procedures. (See Emergency Evacuation Procedures.)
- Students, staff and faculty should gather away from the building in the west parking lot.
- If evacuated, no one is allowed back into the building until the authorities have deemed the property safe.
- The President will develop a public statement in consultation with Executive Committee.
- Incident Report Form is written and filed by Security.

EMERGENCY EVACUATION PROCEDURES – DISABLED INDIVIDUALS

Persons who are either temporarily or permanently disabled to the extent their mobility is impaired are individually responsible for informing their supervisors of their names, room numbers and nature of disabilities. This information will be placed on a list and given to the Police/Fire Department during emergencies. The rescue of disabled persons who are unable to evacuate themselves will be an initial priority for responding fire units.

Co-workers may assist evacuating disabled persons only if this places them in no personal danger.

Never use elevators

Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance. Ask the individual how to best assist and whether there are any special considerations or items that need to come with the person.

Mobility impaired persons in wheelchairs on non-ground level floors should proceed to nearest enclosed stairwells and wait for the Fire/Police Department to arrive. Someone should stay with the disabled person, if it does not place them in additional danger and someone should meet responding fire fighters/police to report the location of disabled persons. Follow the instructions for being trapped if you cannot get to an enclosed stairwell.

Visually impaired persons should have a sighted assistant to guide them to safety. Individually inform hearing-impaired persons of the emergency. Do not assume they know what is happening by watching others.

EMERGENCY EVACUATION CONTINGENCIES: RELOCATION

CRISIS: The crisis is such (fire damage, explosion, earthquake, no power, etc.) that students may not return to the campus building following evacuation.

CRISIS MANAGEMENT OUTLINE:

Short-term (0-48 hours):

- If there are injuries, immediately transport injured parties to local hospital via ambulances and other emergency vehicles. First-aid trained employees may provide some first aid on-site. An emergency team, determined by the President, or Dean of Academic Affairs, will maintain a list of students and employees transported from the site by emergency personnel.
- Establish an Information Center on site where information can be gathered and dispersed. Under the direction of President or Dean of Academic Affairs, the center will be staffed by Department Directors, and if needed, Student Services staff. If additional support is needed, employee volunteers will be used.
- Create and distribute an information sheet with instruction to students and employees regarding what they need to do in the immediate future (i.e., stay in the area until further instructions are received, check in with the information center, go home etc.). Use bullhorns when necessary.
- Depending on the condition of the building, set up a “Retrieval Unit” which would allow a controlled number of evacuees to gain entrance to the building and be escorted to their classrooms/offices to retrieve their belongings. This unit would be staffed with BMC employees.
- 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, Property Management will hire additional security to maintain watch over damaged buildings to protect any salvageable property.

If the emergency is such that evacuees cannot get home:

- If the Emergency Services (fire and police) responded to the crisis, they may provide resources for emergency needs. If needed, call 911 for additional resources.
- Student Services and Department Directors will assist with finding lodging for evacuees. Review options for temporary lodging for displaced evacuees, including other academic buildings, school-sponsored housing, community spaces, and local hotels/motels. Encourage those who live within walking distance to provide temporary housing for those who cannot get home immediately.

- Have those evacuees who cannot get home, report in at the Information Center. Require them to give their names, social security numbers, home address/phones, emergency contact information, and record where they will be staying. This information may be used to account for the whereabouts of all evacuees.
- Property Management and the designated Safety Committee members will check for safety-gas, water, sewage leaks; check for downed electric lines and shorts; turn off appropriate utilities; check for building damage and potential safety problems during after shocks.
- Clean up dangerous spills.
- Wear shoes.
- Turn on radio and listen for instructions from public safety agencies.
- Don't use the telephone except for emergency use.
- Follow steps outlined in "Emergency Evacuation Contingency" should evacuation of people be necessary.
- Using media statements prepared by the President or Dean of Academic Affairs, provide information to parents on relocation sites for students, and reassure them that everything is under control.

After the Crisis (48+ Hours):

- Use email and voicemail for announcing programs that help ease emotional distress.
- Continue public service-related programs for two weeks following the event using campus and off-campus media.
- Provide counseling services for those students/faculty/staff who may have lost a friend or a significant other and/or utilize bereavement services arranged by the Counselors (see appendix).
- The President or Executive Committee representative, will hold an All School Meeting as soon as possible to thank everyone, give accurate information, get suggestions, reassure everyone, and provide the next steps.

FIRE

CRISIS: A fire is discovered in one of the campus buildings.

CRISIS MANAGEMENT OUTLINE:

- Upon discovering a fire, close the door to the room where the fire is located.
- Use your best judgment and, if the fire is small, you may wish to fight it with a fire extinguisher or a building fire hose (refer to locations on floor plans in appendix). 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 On-site Security at **602-717-8377** and the facilities director at **480-280-3162**. Give your name, location, telephone number, and location of fire.
- If the fire is large or rapidly spreading, immediately sound the building alarm (see locations on map). Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate. Warn others not to enter the building after the alarm stops.
- If time permits, collect valuables and lock files and office doors before leaving. Walk! Do not run, to the nearest stairway exit. Follow Emergency Evacuation Plan.
- If you have mobility impairment, request assistance from those nearest you. If the event no one renders assistance, go to the nearest stairway landing, shout for help, and wait there until help arrives. 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.

GAS LEAK

Person Discovering:

- Notify the facilities director by calling **480-280-3162**.
- **DO NOT PULL FIRE ALARM. USE OF ANY ELECTRICAL DEVICES CAN TRIGGER SPARK AND POSSIBLE EXPLOSION.**
- Alert persons in the vicinity.
- Evacuate the affected area/or entire building
- If safe to do so, ventilate affected area.
- If possible, isolate any ignition sources in affected area (flames, sparks, etc.).
- Call gas company: Southwest Gas Corporation 602-271-4277

BOMB THREAT

CRISIS: A bomb threat is called into the school or a possible bomb is located on the premises.

CRISIS MANAGEMENT OUTLINE:

Bomb Threat Received by Telephone:

- All bomb threats should be taken seriously.
- The person receiving the phone call should remain calm and attempt to keep the caller on the phone as long as possible to collect as much relevant information as possible. If possible, alert another employee about the situation so that they can call 911 while the caller is on the line.
- Listen to the caller and ask the following questions:
 - “Where is the bomb located?”
 - “When will it explode?”
 - “What does the bomb look like?” (Color, contents, size, shape, etc.)
 - “What kind of bomb is it?”
 - “What will make it go off and when?”
 - “Why are you doing this?”
 - “Who are you?”
- Listen for any characteristic that could describe the caller’s voice (age, sex, accent), mannerisms, and emotional state. Also listen for background noise (traffic, music, other voices etc.)
- Immediately call 911. Give your name, location, and phone number to police. Inform them of the situation, including any information you may have as to the location of the bomb, time it is set to explode, time you received the call, etc.
- Contact the President or Dean of Academic Affairs. In their absence or if unable to reach them, contact another Executive Committee member.
- The President, or designee, will contact Security and/or Property Management, other Executive Committee members.
- The Executive Committee will order the evacuation of the building.
- **Do not use the fire alarm system as it could set off a bomb!** Key personnel will go to classrooms and offices and notify people to evacuate. Follow evacuation procedures (under Emergency Evacuation Procedures).
- Once evacuated, no one is allowed back into the building until the authorities have deemed the property safe.

- The President in consultation with the Executive Committee will develop a public statement.

ELEVATOR BREAKDOWN

CRISIS: The elevator has stopped operating and people are trapped inside.

CRISIS MANAGEMENT OUTLINE:

- People trapped inside should push the red button inside the elevator, which will put them in direct contact with the elevator repair service.
- Individuals aware of the situation should immediately inform the President's Assistant. The President's Assistant will contact Property Management who will contact the elevator repair service to ensure someone is sent immediately.
- The President's Assistant will contact management personnel to assist with calming those inside the elevator, informing them that repair has been notified, and that the elevator will be repaired shortly. Instruct those trapped inside not to pry the doors open or otherwise crawl out of the elevator.
- If fatalities are involved, the President or Dean of Academic Affairs will instruct staff, faculty, and students not to speak with any media representatives. Refer to procedures related to Death of Student/Employee. When injuries occur, the Dean of Academic Affairs will help facilitate communication with the family.
- The President or Dean of Academic Affairs (Executive Committee representative) will prepare a statement for the public and internal BMC communication.

WEATHER/ACTS OF NATURE

There are several Acts of Nature which may cause an emergency situation. Earthquake, hurricane, tornado, forest fire, snow/ice storm, heat emergency, dust/sand storm (monsoon), and flood could cause a crisis situation.

Summer Storms

1. A monsoon forecast means a monsoon exists and may strike the area within 72 hours.
2. A monsoon watch means a monsoon may strike the area within 24-36 hours.
3. A monsoon warning means that a monsoon is expected within 24 hours or less.

Thunderstorms

1. A **severe thunderstorm watch** indicates the possibility of thunderstorms, frequent lightening and/or damaging winds, hail, and heavy rain.
2. A **sever thunderstorm warning** means that a severe thunderstorm has actually been sighted in the area or is indicated by radar.

Everyone should pay attention to weather conditions, listen to the radio and television for weather alert information, and seek shelter before severe weather arrives.

1. Occasionally, monsoons develop so rapidly that advance warning is not possible.
2. If warnings are issued, or if threatening weather approaches, seek shelter immediately.
3. If you are outdoors:
 - Seek inside shelter immediately;
4. Once you get to, or if you are already in, buildings:
 - Move to safer areas, such as basements;
 - If underground shelters are not available, move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture; and
 - Stay away from windows.

Winter Storms

1. A **winter storm warning** means severe winter weather is imminent or very likely within 12 hours.
2. A **winter weather advisory** means cold, rain, and possible snow in the high regions are expected to cause significant inconvenience and may be hazardous, but probably not life threatening.

FALL OF FOREIGN GOVERNMENT/WAR

CRISIS: Foreign governments which declare war against other countries, which are invaded by an aggressor country, or which are overthrown by their own people, create difficult situations for their citizens who are temporarily studying abroad.

CRISIS MANAGEMENT OUTLINE:

- The Dean of Academic Affairs or a Student Advisor will contact the student's Consulate and the U.S. Immigration and Naturalization Service, if possible, to determine student options for returning home or remaining in the U.S. respectively.
- The Dean of Academic Affairs or a Student Advisor will contact students who are directly affected by this event to ask about their concerns, answer questions, and determine if they are safe (i.e., are others directing negative comments at these students).
- The Dean of Academic Affairs or a Student Advisor will find out financial impact on students, if any, and notify the Dean of Student Affairs. Students may need assistance (food, lodging, tuition, work permission, etc.) until the situation stabilizes. The Dean of Academic Affairs will work with the Executive Committee to determine the level of support and assistance.
- The Dean of Academic Affairs or a Student Advisor and Counselors may set meetings with students to review what is happening and how they are impacted. Relay information to the Dean of Student Affairs and President.
- The Dean of Academic Affairs or a Student Advisor will inform the President of students attending BMC from the affected countries in case the media contacts the school or school officials.

DEATH

...of an Employee

CRISIS: A BMC employee dies.

CRISIS MANAGEMENT OUTLINE:

- Person aware of employee's death immediately notifies appropriate Department Director.
- Department Director (usually the supervisor of the deceased) notifies the corresponding Executive Committee member.
- The Executive Committee member notifies the President who will in turn notify Human Resources Director.
- The President's office sends flowers or "in lieu of" to the family.
- The President, in conjunction with the Human Resources, immediately prepares memo to faculty and staff regarding employee's death. In some instances, the memo may also be distributed to all (see appendix for sample announcements). Depending upon the circumstances, a public statement may also be prepared.
- If the deceased was a faculty member, the Dean of Academic Affairs attends each of the classes taught to notify students of the instructor's death.
- The Human Resources arranges for the deactivation of the voicemail and email of the deceased. Confidential/sensitive/corporate information is removed from the office/cubicle and any personal items are set aside for the family.
- Company property is removed from the employee's home by the Department Director of the deceased or the Human Resources.
- The Human Resources notifies insurance plans, gathers information for the family of the deceased including life insurance, retirement plan beneficiary, and distribution process.
- The employee's supervisor and Human Resources determine the appropriateness of a campus memorial service.
- Counselors are made available for counseling staff and employees.
- If the death is sudden, unexpected, the result of violence, or suicide, group debriefings may be warranted. Counselors may make arrangements for these meetings. (See appendix.)

...of a Student's Family Member

CRISIS: Information is received at the school that a student's family member has died or is dying.

CRISIS MANAGEMENT OUTLINE:

Per phone call: If a phone call with information about a family member's death, or impending death, is made to the school:

- Forward the call immediately to a Dean of Academic Affairs. If they are unavailable, forward the call to the President. (See appendix.)
- The Dean of Academic Affairs will get information about the family member from the caller.
- The Dean of Academic Affairs 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 will notify the student's Program Chair.

In-person notification: If a family member comes to the school to notify a student of the death or impending death of a family member:

- Arrange for the notification to occur in a private office. Ask the family member if having a Counselor available is desired. If so, the Student Advisor to make arrangements for a counselor to meet with the student/family.
- Notify the appropriate Program Chair of the situation.
- The Counselor, Dean of Academic Affairs, Student Advisor, or Program Chair may assist the student with emotional and academic support.

If the student is an international student:

- In many countries and cultures, the death of a family member is a major family event that will require all the time and attention of the student, often requiring the student to withdraw from school and return at a later date.
- If the student has established a relationship with the Dean of Academic Affairs, Program Chair or Student Advisor, that person may be the person who notifies the student of the family member's death.

- The Dean of Academic Affairs will determine the financial impact on the student, if any, The student may need assistance (food, lodging, tuition, work permission, etc.) until the situation stabilizes.
- The Dean of Academic Affairs or Student Advisor will refer the student to the Counselors, friends, and community resources that may be of help.
- Follow all other procedures listed previously.

...of a Student

Dean of Academic Affairs to:

- Verify that the deceased student has been properly identified.
- Verify notification of family. If it is not possible to notify the family in person, notify the hometown police and clergy before telephoning the family. If time permits, ask the family physician or clergy if there is any medical problem within the family that would be reason to withhold or delay notification until a physician is nearby. Initial notification should impart only the essential information identifying the administrator by name and title and telephone number for further contact, the cause of death, and the locality of the deceased student. The family should be asked to begin making arrangements for someone to come to the campus. Shortly thereafter, the administrator should make a second contact with the family to answer questions and learn of the travel and other arrangements made by the family.
- Inform the President. If there is a student with an identical name, BMC should ask the student to call his/her relatives so they will not be alarmed by a news release. The President should handle all contact with the media.
- Work with the President to develop a public statement and give copies to each of the Executive Committee members.
- Notify the President immediately. The President will notify the Group Vice President, and the Executive Committee.
- Notify the student's Program Chair and instructors, the Registrar, Directors of Student Financial Services, Accounting, Assistant Director of Admissions if appropriate, and the Counselors.
- If the deceased is an international student, notify the Student Advisor and follow the international student guidelines for notification and repatriation.
- Designate staff to oversee the collection and packing of all personal belongings. If necessary, BMC should cover the cost of shipment of the personal belongings.
- 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 appropriate refund of tuition and fees, and drafting a letter of sympathy for the President to sign.
- Determine who will be responsible for serving as host to the family while on campus.
- Consider the appropriateness of a campus memorial service.

- Be prepared to explain to the family (a) any local or state ordinance involving autopsies, death certificates, bank accounts, or moving of the deceased, (b) institutional policies on tuition refunds, (c) how memorial scholarships are established, (d) what costs BMC will cover, (e) institutional policy concerning posthumous degrees.
- Continue to target and monitor potential risk.
- Do a series of check backs with the family of the deceased for the next 18 months.

For the off-campus resident living with friends or parents, notification is generally handled by the family or the friends. It would remain the responsibility of the Dean of Academic 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 Academic Affairs should notify next of kin. The notification of on-campus offices for administrative purposes still rests with the Dean of Academic Affairs.

The Dean of Academic Affairs may act as the liaison with the next of kin offering such advice as may be appropriate.

Note: 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.

Disposition of Personal Property:

When a person dies, survivors are not likely to be immediately concerned about the personal belongings of the deceased, but they should be given attention. BMC should cooperate fully with the next of kin in the efficient and timely handling of the personal property of the student.

For the student who lives off-campus, the obligation to BMC is somewhat less. Generally family and/or individuals, with whom the student is living, take care of the off-campus resident's personal property. The obligation of BMC to the family may consist of providing addresses and information.

Follow-Up:

A reasonable period of time after the student's death, the Dean of Academic Affairs should follow-up with BMC 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, that the student will not receive mail, notifications, and billings that are no longer appropriate.

Brown Mackie College Phoenix

APPENDICES

(Need Current Form)

A. Accident/Injury Report Form

Accident/Injury/Crime Incident Report

Name of Person: _____ Dept./quarter: _____

Day/time of incident: _____

Location of incident: _____

How the incident occurred: _____

Nature of incident: _____

What action was taken?: _____

Was medical attention provided?: _____

Additional comments: _____

Victim

Date

Faculty or Staff Member Present

Date

Program Director or Supervisor

Date

Executive Committee Member

Date

Forward a copy to Student Services for processing

B. CRISIS ASSESSMENT FORM:

**CRISIS MANAGEMENT INFORMATION:
CRISIS ASSESSMENT FORM FOR CRISIS MANAGEMENT TEAM INTERVENTION SERVICES**

Date of Incident: _____

Incident: _____

-
1. Is this incident highly stressful for those involved? Yes___No___
 2. Did the incident happen in the workplace? Yes___No___
 3. Was anyone killed? Yes___No___
 4. How many employees were killed? _____
 5. How many students were killed? _____
 6. How many others were killed? _____
 7. Was anyone badly injured? Yes___No___
 8. How many employees were badly injured? _____
 9. How many students were badly injured? _____
 10. How many others were badly injured? _____
 11. Is there a continuing threat to life? Yes___No___
 12. Is there a continuing threat to security or safety? Yes___No___
 13. Have there been any other recent crisis events of traumatic situations involving your employees, students, or organizations? Yes___No___
If yes, briefly explain _____
 14. How many persons witnessed the event? _____
 15. Is there blame towards management or signs of outrage? Yes___No___

Assessment: If you answered, “yes” to number 1, and also answered positively to ANY of questions 2-7, follow BMC protocol to immediately mobilize a Crisis Management Team.

Keep this form in front of you, as many of these questions will need to be discussed when the CM Team is mobilized.

If professional intervention is indicated, it is most effective if provided within 12-72 hours post-incident. It is important to use an experienced crisis mental health specialist.

C. INDIVIDUAL CRISIS INFORMATION FORM

CRISIS MANAGEMENT INFORMATION: INDIVIDUAL CRISIS INFORMATION FORM

INSTRUCTIONS:

Please fill out the complete form (use back if needed).

This form will provide important information for helping you and also for assisting others. Please sign form and let us know how we can reach you.

1. Were you injured in any way? If yes, explain. _____

2. How were you involved in the incident? (Were you directly involved? How long were you on the scene? Do you have friends who were casualties?) _____

3. What are your needs or concerns now? _____

4. Who are you most concerned about now? _____
5. Why? _____
6. List others you are concerned about. Give details. _____

7. What would you like to communicate to the school Administrators? _____

8. Would you like to speak to a counselor? Yes _____ No _____
9. Where can you be reached the next 48 hours? _____

Name _____ Phone _____

Address _____

Other Comments:

D. Stress Handout

UNDERSTANDING TRAUMATIC STRESS REACTIONS: A HANDOUT FOR EMPLOYEES AND FAMILY MEMBERS

- You, or someone you care about, has been closely involved with a traumatic event. As a result, you may be having stress reactions. These reactions and feelings are normal.
- Traumatic stress reactions may be mild or they may be strong. But, they are normal—others who were affected are having stress reactions too.

“What Are the Common Stress Reactions?”

- You may be feeling tired or exhausted. You may have headaches. It might be hard for you to sleep and you may have bad dreams or nightmares. You may not feel hungry at all.
- You may feel confused or have trouble concentrating. Some other reactions are feeling afraid, feeling nervous, or helpless. Feeling sad or depressed is normal, too. You may keep thinking about the event over and over, even when you don’t want to.

“When Will I Feel These Things, and How Long Will They Last?”

- They may begin soon after the traumatic event. As time passes (several days or weeks), the stress reactions will get weaker and weaker, and your stress reactions will happen less and less often.
- The time it takes to heal completely will vary. Much like the flu, your stress reactions to the event must run their course. Just remember that the reactions are normal, and they will ease in time.

“What Can I Do to Feel Better?”

- Time will help. Talking things out will help. Talk it out with loved ones, co-workers, friends, clergy, or a counselor-anyone who cares and is a good listener.
- Let the stress reactions flow through you. Fighting against them will only increase the stress. Remember, stress is normal after a traumatic event.
- Eat healthy food, take relaxing walks, get plenty of rest, and remember to keep talking it out with people who care.

“What If I Begin to Feel Worse?”

- If your reactions get worse, it doesn’t mean that you are weak or going crazy. It just means that the event was so strong that it pushed you beyond your normal coping ability.

If things do get worse, talk with someone at your facility about getting some professional help.

E. Sample Announcements

STUDENT DEATH

Please be advised that one of our students, (name), passed away on (date). (Name) was a student in (program of study). Counseling is available to students and staff through the Student Advisor at ext. 2367. A formal announcement will be made at a later date with information about a memorial service.

EMPLOYEE DEATH

It is with great sorrow that we inform you that (name) died this morning. (Name) had been an instructor here at (BMC) for the past (#) years. Memorial services are yet to be determined.

Brown Mackie College - Phoenix will be offering counseling to students, staff, and faculty at this difficult time. To access services, please call the Student Advisor at ext. 2367. If faculty or staff is concerned about the reactions of specific students, please call the Dean of Academic Affairs..

COMMUNITY RESOURCE INFORMATION

A guide to local resources and information

This information can be used to find services and groups that may be of assistance to the students, staff and faculty of Brown Mackie College – Phoenix.

Community Resources

Health:

- Mission of Mercy Care Partnership Clinics

Phone: 602-487-7798 (call for appointment first)

Purpose: Provides free health information and physician referrals.

- CopperRx Card (everyone is eligible)

Phone: 888-227-8315

Purpose: Discounts on prescription drug purchases.

- Maricopa Integrated Health System

Address: 2601 E. Roosevelt St.

Phone: 602-344-1153

Email: www.mihs.org

Purpose: Administration for Outpatient Health Centers

Food:

- St. Mary's Westside Food Bank Alliance

Address: 2831 North 31st Ave.

Phone: 602-352-3640

- Salvation Army

Address: 2702 E. Washington St.

Phone: 602-267-4122

Purpose: Food, clothing, shelter

- United Food Bank

Address: 358 E. Javelina Ave.

Phone: 480-926-4897

Shelter:

- Contacts Shelter Hotline

Phone: 602-263-8900

Purpose: housing for homeless

- Homeward Bound

Address: 2302 W. Colter

Phone: 602-263-7654

Purpose: Emergency shelter for families with children

- Gift of Mary

Address: 1406 S. 17th Ave.

Phone: 602-254-8424

Purpose: Emergency shelter serving single women 18 & over and men over 60

- YWCA

Phone: 602-258-0990

Purpose: transitional housing/shelter for women & children

- Twelfth Avenue Retreat

Address: 1236 S. 12th Ave.

Phone: 602-253-4745

Purpose: For Men Only – showers/clothing/laundry/snacks

- Crisis Nursery

Address: 2711 E. Roosevelt

Phone: 602-273-7364

Purpose: Emergency- serving children ages birth-10

➤ Labor's Community Service Agency

Address: 5818 N. 7th St. Rm 100

Phone: 602-263-5741

Purpose: serve the homeless through emergency shelter, transitional, serving families.

Legal:

➤ Maricopa County Superior Court Self-Service Center

Address: 101 W. Jefferson

Phone: 602-506-7353, ext. 3

www.superiorcourt.maricopa.gov

Purpose: Civil legal problems. Landlord/Tenant problems, family problems requiring legal assistance.

Social Service:

➤ Triple R Warm Line

Help Line: 602-347-1100

Purpose: non-crisis, friendly phone service provided 5pm to 11pm daily

➤ Chrysalis Domestic Violence Counseling Center

Address: 1010 E. McDowell Rd., Ste. 301

Phone: 602-955-9059

Purpose: counseling, support, resources for people of all faiths

➤ Family Service Agency

Address: 2400 N. Central Ave., Ste. 400

Phone: 602-264-9891

Purpose: parenting, marriage, healthy relationship resources

➤ National Council on Alcoholism and Drug Dependence

Address: 4201 N. 16th St., Ste. 140

Phone: 602-264-6214

www.ncadd-phx.org

Seniors:

➤ Area Agency on Aging, Region One

Address: 1366 E. Thomas Rd., #108

Phone: 602-264-HELP (4357) 24 hour hotline

Phone: 888-264-2258

www.aaaphx.org

Purpose: planning coordinating & administrating local, state and federally funded programs and services for older adults aged 60 and over.

➤ JFCS Senior Enrichment Center

Address: 1118 W. Glendale Ave.

Phone: 602-943-2198

Purpose: Help older adults remain living independently in their own homes.

Disabled:

- Arizona Early Intervention Program (AzEIP)

Address: 3839 N. 3rd St., Ste. 304

Phone: 602-532-9960

Purpose: Statewide system of supports and services for eligible children with disabilities or delays under the age of 3 years old, and their families.

- Arizona Office for Americans with Disabilities

Address: 1700 W. Washington St., Ste. 164

Phone: 602-542-6276

Children & Teens:

- Arizona Children's Association – Nuestra Familia

Address: 9401 W. Garfield

Phone: 623-936-3980

Purpose: promoting safe and stable families is a statewide program providing a continuum of services ranging from pre-school programs to stabilizing foster home placements.

- Boys and Girls Clubs of Metropolitan Phoenix

Address: 2645 North 24th St.

Phone: 602-954-8182

Purpose: Provides structured, comprehensive development programs for youths in grades K-12th.

Jobs & Training

- Maricopa Workforce Connection One Stop Centers

www.arizonaworkforceconnection.com

Purpose: Serves Greater Phoenix area by providing for those 18 and older in need of mentoring, free employment services, job search, and career advising.

- TETRA

Address: 2222 North 24th St.

Phone: 602-685-9703, ext. 208

Purpose: serves disabled with criminal background

- Arizona's Women's Education and Employment

Address: 640 N. 1st Ave.

Phone: 602-223-4333

Purpose: the www.awee.org website is a free resource for education, training, and job searches.