

**Brown Mackie College – Tucson
4585 East Speedway Blvd.
Tucson, AZ 85712**

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

Brown Mackie College - Tucson is providing the following information to all of its employees and students as part of the Brown Mackie College - Tucson 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 Associate Dean of Academic Affairs, by mail or by phone:

4585 East Speedway Blvd.
Tucson, AZ 85712
(520) 319-3300

CAMPUS SECURITY AND CRIME PREVENTION POLICY

Brown Mackie College - Tucson 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 sent to each employee's Outlook 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 Campus Facilities Manager or the Associate Dean of Academic Affairs. 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 - Tucson 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 - Tucson facilities to the Campus Facilities Manager or the Associate Dean of Academic Affairs, either by person or by calling 520-319-3300 and the Tucson Metropolitan Police Department by dialing 911 or (520) 791-4444.

All criminal activity is documented by the completion of an Incident Report and is reported to local police agencies and to the Campus Facilities Manager or the Associate Dean of Academic Affairs. 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 Tucson Metropolitan Police Department by dialing 911 and then notify the Campus Facilities Manager or the Associate Dean of Academic Affairs.

POLICIES FOR PREPARING THE ANNUAL DISCLOSURE OF CRIMINAL STATISTICS

All incidents are reported and documented on the Incident Report, which is sent to the 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 the local police department and other relevant information by the Campus President.

SECURITY AND ACCESS TO THE INSTITUTION

It is the policy of Brown Mackie College - Tucson that access to Institution's facilities is limited to authorized personnel, students and invited visitors. Visitors are at all times subject to Brown Mackie College – Tucson'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 10:30 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 Campus Facilities Manager or the Associate Dean of Academic Affairs, any suspicious activities that relate to the Institution or of its Properties, regardless of how minor these may seem. You should also contact Tucson Metropolitan Police Department by dialing 911 or (520) 791-4444.
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 each building 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 Campus Facilities Manager or the Associate Dean of Academic Affairs, if a student becomes ill or is injured while at the campus.
2. Upon enrollment, report to the Campus Facilities Manager or the Associate Dean of Academic Affairs 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

Persons employed as security personnel at the Institution at 4585 E. Speedway Blvd. are instructed in security, security problems, specific school rules and regulations, and the proper procedures of how to enforce them. These procedures and rules and regulations are reviewed periodically to ensure that security needs are being met. Security personnel on campus report directly to the Facilities Manager.

Unarmed security personnel at the school buildings are there at the direction of the school and are to assist students, faculty and staff of the Institution. Someone is on duty during class hours of operation. 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 Tucson Metropolitan Police Department at (520) 791-4444 if any illegal activity occurs.

RELATIONSHIPS WITH LOCAL AND STATE POLICE

Brown Mackie College - Tucson is located in Tucson, Pima County. Brown Mackie College - Tucson maintains a close working relationship with the Tucson Metropolitan Police Department with periodic contact initiated by Brown Mackie College - Tucson personnel to ensure that Brown Mackie College - Tucson 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 or sent to them via their Outlook mailboxes and students are notified via 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 - Tucson 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 - Tucson students are instructed on crime awareness, prevention and campus security during monthly orientation, and are encouraged to take responsibility for their own security, as well as their fellow classmates and the Brown Mackie College - Tucson employees. The monthly orientation 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. Evacuation plans for the Institution are posted in each classroom and office. Brown Mackie College - Tucson 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 Campus President.

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 and notices posted throughout campus.

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 as well as in hallways 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 students or staff occurring on the campus, campus personnel are instructed to refer to the Crisis Management Plan which is updated annually. This is provided to all employees via the campus shared drive. Hard copies are also located in the homes of the campus Executive Committee members as well as the IT and Facilities managers. Evacuation drills are conducted periodically to insure everyone knows what to do. These are scheduled by the Facilities Manager.

Notification regarding emergencies and/or evacuation procedures will be communicated to staff, and faculty electronically via their school-issued email accounts. Students will be notified through hard copies as well as through their personal email accounts which are in the campus data base. A Crisis Management Plan has been established which outlines procedures, defines terms, and delineates responsibilities for Brown Mackie college - Tucson in the event of a crisis situation. The Crisis Management Plan is published and disseminated to students, faculty, and staff on an annual basis. Copies of the Crisis Management Plan can also be found on the campus shared drive or through the Campus Facilities Manager or the Associate Dean of Academic Affairs. Testing of the emergency response system occurs twice annually and is led by the Crisis Management Team.

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 - Tucson 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 - Tucson 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 - Tucson 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 (520) 327-7273 (1-800-400-1001; TTY 520-327-1721). 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 - Tucson 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 - Tucson 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:

Tucson Centers for Women & Children Domestic Violence Services

2545 E. Adams Street
Tucson, AZ
(520) 795-8001

SAMHC Behavioral Health Services

2502 North Dodge, Suite #190 (entrance on Flower Street)
Tucson, AZ
Se habla espanol
(520-522-6000)
(may also walk in)

Disciplinary Action and Sanctions

On-campus disciplinary procedures against students will be in accordance with Brown Mackie College - Tucson 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 – Tucson’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 Tucson Metropolitan Police Department, located at:

270 S. Stone Avenue
Tucson, Arizona 85701

Additional information can be obtained by calling the police department at (520) 791-4444.

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 and the library from:

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

CRIME STATISTICS

The following 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 - Tucson prepares the crime statistic policies annually by gathering all reported data and updating the report. The report will then be forwarded to Lia Miller at EDMC for final approval. Moreover, local police agencies are contacted by Campus Facilities Manager or the Associate Dean of Academic Affairs to maintain a working relationship and formulate statistics for the annual crime statistics report. Set forth in the first box below are statistics available to the Institution concerning the occurrence on the Institution's campus which were reported to local police agencies. The second box below sets forth available statistics concerning the number of criminal offenses in relation to hate crimes on the Institution's campus, non-campus buildings and property, and public property. Finally, in the third box arrests and "referrals for campus disciplinary action" for liquor law violations, drug law violations, and illegal weapons possession are listed. Victims or witnesses may report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics.

Brown Mackie College - Tucson

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

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

Criminal Offenses	Calendar Year								
	2008			2009			2010		
	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**
Murder & Non-negligent Manslaughter	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0
Forcible Sex Offense	0	0	0	0	0	0	0	0	0
Non-Forcible Sex Offense	0	0	0	0	0	0	0	0	0
<i>Incest</i>	0	0	0	0	0	0	0	0	0
<i>Statutory Rape</i>	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	2
Aggravated Assault	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	2

The crimes listed above plus any other crimes involving bodily injury reported to local police agencies or to a campus security authority, that manifest evidence that the victim was intentionally selected because of the victim's actual or perceived race, gender, religion, sexual orientation, ethnicity, or disability are listed below, according to type of criminal offense and category of prejudice.

Should a hate crime be reported, it will be identified by hate crime category (race, gender, religion, etc.).

<i>Hate Crimes</i>	Calendar Year								
	2008			2009			2010		
	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**
Murder & Non-negligent Manslaughter	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0
Forcible Sex Offense	0	0	0	0	0	0	0	0	0
Non-Forcible Sex Offense	0	0	0	0	0	0	0	0	0
<i>Incest</i>	0	0	0	0	0	0	0	0	0
<i>Statutory Rape</i>	0	0	0	0	0	0	0	0	0
Robbery	0	0	0	0	0	0	0	0	0
Agravated Assault	0	0	0	0	0	0	0	0	0
Burglary	0	0	0	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Simple Assault	0	0	0	0	0	0	0	0	0
Larceny-Theft	0	0	0	0	0	0	0	0	0
Intimidation	0	0	0	0	0	0	0	0	0
Destruction, Damage, Or Vandalism of Property	0	0	0	0	0	0	0	0	0
Totals	0	0	0	0	0	0	0	0	0

Arrests/Persons Referred for Campus Disciplinary Action

	Calendar Year								
	2008			2009			2010		
	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**	On Campus	Non-campus buildings and property*	Public Property**
Arrests									
Weapons: carrying, possessing, etc	0	0	0	0	0	0	0	0	0
Drug Abuse Violations:	0	0	0	0	0	0	0	0	0
Liquor law violations	0	0	0	0	0	0	0	0	0
Disciplinary Actions									
Weapons: carrying, possessing, etc	0	0	0	0	0	0	0	0	1
Drug Abuse Violations:	0	0	0	0	0	0	0	0	20
Liquor law violations	0	0	0	0	0	0	0	0	9
Totals	0	0	0	0	0	0	0	0	30

Public Property Definition

Public property includes: 1. The parking lot which surrounds the Institute and is in between the buildings, including an unpaved lot across the street and behind the first building on Bellevue 2. The portion of Venice & Bellevue and the sidewalks that is adjacent to the Institute 3. The sidewalk that is directly connected to the Institute. Local Police statistics are not included in the criminal offenses listed above due to statistics only being available for an unreasonably contiguous area which would not accurately reflect crimes that occurred on the Institutes' campus, public property, and non-campus buildings or property.

[Type text]



Brown Mackie College – Tucson Crisis Management Plan

Prepared By: Anthony J. Offret
Date: 06/06/2011

Reviewed By: Executive Committee
Date: 06/06/2011

Tested By: BMCTU Campus
Date: 06/06/2011

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References: Certain procedures within this plan (as noted after the specific procedures) were adapted from the websites of the following schools: University of Wisconsin-Milwaukee, University of Northern Colorado, Arizona State University, Virginia Commonwealth University, University of Berkeley, Temple University, and the Department of Safety and Security for Dartmouth College

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INTRODUCTION

The purpose of this document is to establish an Emergency Response/Crisis Management plan for use by Brown Mackie College – Tucson. In regard to this, **crisis** is defined as any unplanned event that can cause deaths or significant harm to employees, students or the public; or that can shut down business, disrupt operations, cause physical or environmental damage, or threaten the institution's financial standing or public image. The **crisis** may take the form of an **emergency** requiring immediate action to save lives and protect property.

The National Safety Council recommends that all facilities have a written response plan, including procedures for emergencies that are most likely to occur at the facility. OSHA standards require a planned response for every facility, including the following:

- Facilities must have an Emergency Response Plan that addresses the actions employees must take to assure their collective safety during an emergency.
- The Emergency Response Plan must include information on applicable emergency procedures for general evacuation, fire reporting, medical emergencies, bomb threats, tornado safety, heat emergencies, notification procedure for deaths, hazardous material releases, earthquakes or structural failure, armed robbery, and media-related events.
- All employees (including employees who are new to a facility) must be trained to respond to various emergencies that may occur. Employees must be notified whenever there are major changes to the procedures.

Emergency/crisis management is an ongoing process of planning for and responding effectively to the occurrence of an unplanned event. The process consists of the following four phases:

- **Preparedness** – planning for an emergency or crisis event
- **Response** – the planned response to an emergency or crisis event
- **Recovery** – the process of returning to normal operations
- **Mitigation** – steps taken to prevent the effects of an emergency or crisis event

When these four phases are used together, they lessen crisis/emergency spillover effects that can disrupt local operations and quality of life. Advanced planning and recognition of the spillover effects of a crisis can lessen the impact on BMCTU.

This Emergency Response/Crisis Management plan has the following goals:

- Resume normal activities
- Protect and save people
- Protect property
- Protect the reputation of the institution

The Plan will include the following components:

- Assessment and preparedness
- Management team organization and responsibilities
- Communication
- Specific emergency response procedures
- Recovery and restoration

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BMCTU Crisis Management Team Organization and Responsibilities

BMCTU shall have an Emergency Response and Crisis Management team in place, appointed by the BMCTU President. The BMCTU team shall include, at a minimum, the Executive Committee (EC) of the campus and/or their designees and any others that may be deemed appropriate.

The Crisis Management Team (CMT) at BMCTU shall have a Coordinator and an Assistant Coordinator with the following responsibilities:

General Responsibilities of the CMT – see Page 84 for members

Assess potential hazards and develop response, recovery and restoration plans based on the assessment

Designated team members shall receive National Incident Management System (NIMS) training as mandated to meet the requirements of the Homeland Security Presidential Directive 5 and Community Emergency Response Team (CERT) training as recommended by the Department of Homeland Security.

Educate faculty and staff and conduct preparedness drills.

First response in emergency situations:

- Analyze the crisis; recommend steps to be taken to resolve and recover from it.
- Inform and consult with President and EC during crisis response and recovery efforts.
- Review and approve crisis related information in conjunction with the Communication Team to be communicated on- and off-campus to all appropriate constituencies: students, parents, faculty, staff, and media.
- Coordinate crisis response and recovery efforts.
- Supervise cooperative crisis response and recovery efforts with appropriate outside agencies.
- Conduct a post-crisis evaluation of the institution's performance during crisis response and recovery efforts, and recommend necessary changes to the crisis management procedures.
- Review the crisis management plan during each academic year in order to reduce vulnerability in a crisis.

Coordinator of CMT – see page 84 for contact person

- Evaluates incoming emergency-related information.
- Determines that the correct immediate response plan of action has been activated.
- Notifies and updates team members, President, and EC of status of the emergency and the response and recovery efforts being undertaken.
- Supports and monitors the emergency response activities.
- Requests personnel as needed.
- Provides information to the BMCTU Sr. Director of Communications and PR of BMC.
- Assists in determining when the resumption of normal activities can begin.
- Delegates responsibilities as needed.

Assistant Coordinator of CMT – see page 84 for contact person

- Evaluates the crisis site and assists emergency efforts of facility personnel.
- Communicates directly with the Coordinator of the CMT.
- Assists contractors, outside services, and other responders as necessary.
- Responds to the emergency as necessary.
- Assists outside rescue and fire agencies.
- Assures that gates and doors are open for outside rescue and fire agencies.
- Assures guides are posted for outside rescue and fire agencies.
- Knows locations of shut-off valves for all utility services and electrical and communication panels.
- Assumes the role of the Coordinator of the CMT when the Coordinator is not available.

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- Delegates responsibilities as needed.

Other CMT members may come from the following areas with the following responsibilities:

Functional Areas Represented:

(Full team member names and contact information is in Appendix E, beginning on page 84

Command Post Response Team – see page 84 for members

- Activate/organize CMT.
- Alert site building coordinators and relay instructions to them.
- Staff the command post and ensure routing of incoming and outgoing calls.
- Make sure resources materials are readily available at command post including multiple copies of the Crisis Management Plan, roster of currently enrolled students, employee roster, telephone directories, floor plans, etc.
- Monitor initial emergency response actions.
- Authorize immediate notification of additional service providers, necessary employees and/or building coordinators, including establishment of separate facilities for use by outside emergency teams and media.
- Arrange for service for telephone and electrical appliances as necessary
- Direct the crisis management operations and recovery, including media notification and communication with staff and family members.
- Provide budget accounts for emergency spending.
- Identify funds available to meet emergency needs.
- If a field command post is needed, arrange for the following equipment to be available:
 - Two portable hand radios with back up batteries
 - Portable public address system
 - Two cellular phones
 - Campus phone directory and local phone directory
 - Copy of Crisis Management Plan
- Contact GVP of BMC for Region 3.

Facilities Management Response Team (Maintenance & Operations) – see page 84 for members

- Assist local, state and Federal agencies in damage estimation.
- Maintain and provide access to blueprints and building plans.
- Ensure telephone services are established and maintained. Contact RVP of IT of BMC for Region 3.
- Re-establish affected networks.
- Relocate affected offices if necessary. Contact RVP of Real Estate of BMC for Region 3.
- Make assessment of any campus area susceptible to damage. (Utilities will be secured if an unsafe condition exists, restoration of utility service will be made when appropriate.)
- Monitor/assess safety hazards and unsafe situations. Develop measures for insuring personnel safety.
- Assess/direct efforts to control hazardous materials in conjunction with the Fire Department.
- Make emergency repairs.
- Remove debris.
- Provide necessary support to other departments (equipment, barricades, etc.)
- Provide for sanitation services during or following an emergency.

Public Relations Response Team (Office of Communication) – see page 85 for members

- Implement Communications Plan (Appendix A page 47)
- Coordinate communication between CMT and all constituencies, both internal and external.

[Type text]

Academic Affairs Response Team – see page 85 for members

- Responsible for all academic issues that surface during an emergency.
- Arrange for revised class, testing schedules.
- Assess the impact of the situation on students and student life.
- Supervise Student Services/Student Advising response.
- Coordinate with Wellness Center for mental health assistance to students in conjunction with counseling services.
- Identify individuals with special needs and implement plans for assistance.

Human Resources Response Team – see page 85 for members

- Arrange for expedited services of temporary employees when required.
- Coordinate mental health assistance through Wellness Center to faculty and staff as well as to students in conjunction with counseling services.
- Assist faculty/staff where needed.

Information Technology Response Team – see page 84 for members (a combined group with facilities)

- Implement IT emergency procedures and Disaster Recovery Plan (Appendix B page 52) as needed.
- Contact RVP of IT for Region 3.
- Maintain network and computing operations.
- Secure critical data and information resources.
- Repair and restore network and computing facilities.

Accounting Response Team – see page 85 for members

- Initiate a record-keeping system for all expenditures associated with emergency operations.

Legal Response Team (Consult with EDMC Legal Office) – see page 86 for members

- Advise on any legal issues arising from the emergency.

Campus & Student Concerns Response Team – see page 86 for members

- Works with IT/Facilities Manager to see that utility problems are properly reported and resolved Sets up information station for students, faculty and staff to receive information and updates on the crisis situation.
- Continually provides updates regarding campus situation to staff, students and faculty.
- Arranges the format and program for any campus-wide meeting(s) during and immediately following the crisis.
- Plans and implements strategies to assist students and employees in coping with the shock associated with the crisis such as prayer and meditation times, services, grief counseling, etc.
- Ensures that the campus community feels that the College is responding fully and appropriately to the human dimensions of the crisis.
- Ensures that the CMT Coordinator and Campus President are kept well informed of events as they develop.

Notification & Comfort Response Team – see page 86 for members

- Works with local authorities to determine and carefully verify the identities of any persons injured or dead. Information about the victims will include:
 - Full name, age, student year, program of study
 - Local and home address

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- Parents/guardians/spouses names, address, phone number
- Position or function, if any, regarding the student's involvement in the crisis
- Photo of student/staff (consult with family prior to releasing)
- Spiritual advisor/cleric's name (if any), address and phone number
- Serves as primary liaison between the College and the families of any persons injured or killed.
- Notifies next of kin of students or faculty and staff of death, serious injury, or other developments that warrant notification of family or relatives. This must be performed in a sensitive and factual manner. The team must:
 - Verify the information about those involved in the crisis.
 - Make prompt, sensitive and appropriate notification to next of kin (after proper consultation with the county coroner's office, hospital, or appropriate authority and the CMT Coordinator).
 - Handles any other details that may be related to family concerns, funerals, medical care, travel accommodations or other areas in which the College should offer assistance.
 - Mobilizes appropriate personnel to assist families
 - Ensures the CMT Coordinator is kept well informed of events as they develop

Vital Human Services Response Team –see page 86 for members

- Arranges alternate food sources if needed
- Secures and distributes supplies to meet other basic needs such as clothing, blankets, medical supplies, etc.
- Makes arrangements for transportation of students and staff to get medical attention as needed.
- Assists outside emergency agencies in providing first-aid as needed.
- Arranges for the receipt of donations related to vital human services and coordinates with the PR Communications Team any communication to the public regarding donations being accepted.
- Ensures that the CMT Coordinator is kept well informed of events as they develop.

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Hazard Assessment Response, Recovery & Restoration Planning

Emergency response plans are based on the identified potential emergencies that can reasonably be expected to occur at a particular workplace. To create the plan, the CMT will first identify all potential emergencies and then conduct a hazard assessment (also called a risk evaluation or hazard audit) on each historical or current potential emergency. The team will use outside sources to assess hazards, contacting the insurance carried; state, county, and local emergency planning agencies; and National Weather Service for a history of hazardous events.

The assessment team analyzes on-site emergencies by determining “what if” and “how bad will it be” for each type of event which may occur. Each event must be evaluated objectively by considering frequency, intensity, and duration.

The team will also determine if emergencies in nearby businesses might present hazards. Lines of transportation may be considered as a source of a potential hazard. For example, if a truck crash on Speedway releases a chemical vapor into the air, BMCTU may need to take action to protect employees. Therefore, it is necessary to perform a hazard assessment to determine the potential for one emergency to cascade into expanding emergencies.

Recovery and restoration plans should address any potential major loss scenarios identified in the hazard assessment. Identify potential available external resources including space that may be available for short or long term lease to provide a continuity of services. In the event of a major storm, tornado or earthquake, damage could be extensive, not only to the College, but to the community and region and restoration could take a very long period of time.

Hazard assessments will include the following components:

- **Critical equipment list** – If critical equipment fails and causes an emergency, determine the potential consequences of various failure scenarios. Determine the minimum personnel needed to monitor and operate the equipment in the event of an emergency.
- **Site utilities list** – Determine suppliers, entry points, and shut offs for on-site utilities such as air-handling systems (HVAC), electric, gas, water, and communications. Determine the need for and extent of backup systems.
- **Natural disasters** – Determine the potential effects of natural disasters, such as tornadoes, monsoons, blizzards, ice storms, earthquakes, mud slides, floods, and/or fires. In Tucson, heat may also pose a threat.
- **Manmade disturbances** – Determine the possible effects of a bomb threat, threat of violence or violent behavior, arson, riot, vapor release, chemical release, terrorist attack, and structural failures.
- **Transportation lines** – Determine if any shipping, rail, air, or highway emergency events may have a spillover effect on a facility.
- **Toxic materials and/or raw materials** – Determine if a potential hazard exists on-site.
- **Other site spillovers** – Determine the effects of potential spillover emergency events from other facilities.
- **Conduct a security assessment** to determine the effectiveness of exterior lighting, the conditions and procedure for securing buildings on campus.

<p>Emergency Response/Recovery Information 24-hour live line phone numbers are located in Appendix C page 77.</p>
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Planning for recovery and restoration, or “continuity of operation” is often overlooked in emergency response planning but is just as important, if not more important to the life of an institution. Most schools or colleges have not experienced a major disaster such as an earthquake or tornado. Although these types of events are rare, BMCTU is at some risk at some level. Without a good recovery and restoration plan a campus will find it difficult, if not impossible, to return to normal operation in a reasonable period of time if subjected to a disaster of catastrophic proportion.

The recovery and restoration plan should include a time phase recovery process to take place after the initial emergency response identifying the following:

- Comprehensive damage assessment
- Restoration of basic services
- Contacting external resources for temporary space and equipment needs
- Facility repair
- Other potential activities that must be carried out to restore operations.

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Preparedness

A major component of Emergency Management is **preparedness**. A plan of action for Emergency Response Procedures must be in place, the CMT named and organized, with roles well defined, and practice sessions, through drills and rehearsals, for team members, employees and students, regularly scheduled. A schedule of mandatory drills will be maintained and documented. One **mandatory drill** is required and that is for Evacuation which should be conducted twice a year. Other less extensive drills or rehearsals involving fewer employees may be practiced periodically to ensure that those people having critical roles to play understand and can carry out their assignments in a timely way.

In order to ensure that faculty and staff have quick and easy access to emergency reference material, a hard copy of this document, which contains drills as well as actual procedures for various emergencies, will be placed in each BMCTU building. In addition, communication will be sent via email to all employees noting that an electronic copy is available on the Shared Drive.

Evacuation Routes

Evacuation maps are located in each classroom in each BMCTU campus buildings as well as in the hallways. Faculty, staff, and students are advised to refer to the map for evacuation routes, drills, and for true emergencies.

Evacuation Drill

Follow these steps and note the following for an evacuation drill.

- Sound evacuation alarm (fire alarm).
- Observe employee response.
- Did searchers operate in pairs?
- Did employees know their assembly areas?
- Was a roll call taken?
- Record start and end times of drills.

Tornado Drill

Follow these steps and note the following for a tornado drill:

- Test the communication process of informing your personnel. Remember that no alarm is used in tornado emergencies!
- Did everyone get to a safe area?
- Were people assigned the task of shutting off utilities?
- Did the people have the tools they needed to perform the shut off?

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Bomb Threat Drill

Follow these steps and note the following for a phoned-in bomb threat drill:

Place call.

Let receptionist or other staff person receiving the call know that this is a drill from the beginning and identify yourself.

Proceed with the drill.

Observe if the person taking the call recorded the exact message and used the Bomb Threat checklist to help identify the caller.

Follow these steps and note the following for a suspicious package bomb threat drill:

Let mail handler(s) know this is a drill.

Deliver package.

Observe actions taken when they find the “bomb.”

Ask what their next action would be. Would they evacuate the building? Would they contact local police?

Medical Emergency Drill

Follow these steps and note the following for a medical emergency drill:

This drill/exercise should involve those trained and certified employees demonstrating their first aid and CPR skills under emergency-like conditions.

CPR skills can be practice on a mannequin.

Note if participants “called” for help from outside agencies.

Hazardous Materials Emergency Drill

Follow these steps and note the following for a hazardous materials drill:

- Time and practice shutting down the air (ventilation) system and isolating the building(s).
- Time the length to get to the designated off-site meeting area.
- Make employees aware of the possibility of hazardous material releases from industry or transportation lines, such as highways and railroads.

Violent/Threatening Behavior Emergency Drill

Follow these steps and note the following for an armed robbery emergency drill:

- In a meeting setting, test employees’ ability to recall descriptions of persons witnessed.
- Question them on steps to take in sounding the alarm, securing the scene, and notifying contacts.

Drill evaluation not only provides a strong emergency response, it also lays the groundwork for a successful safety program. Documenting drills is also important for successful compliance with government regulations.
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BMCTU Crisis Communication Plan

Crises may take many forms – violent acts, natural disasters, mechanical breakdowns or student unrest for example. Whatever the type of crisis, BMCTU must be prepared to keep internal and external publics informed through clear, accurate, consistent and concise communications.

As a public institution, BMCTU strives to be forthright and timely in communications. Decisions regarding communications during a crisis will be guided by the commitment to public disclosure and the public's legitimate right to be informed, balanced by a concern for the right of the individual for privacy and personal security. Also to be considered is the effect the effect that immediate public disclosure could have on impending investigations or legal actions.

This plan, as part of the broader BMCTU Emergency and Crisis Response Plan, offers policies and procedures for the coordination of communications within the BMCTU family and between BMCTU and external audiences, including the news media. The purpose of this document is to provide a flexible blueprint that BMCTU will use to communicate during crises.

The BMCTU Crisis Communication Plan is located in Appendix A page 47. That document contains a General Communication as well as the Crisis Communication Plan. Although all of Appendix A is valuable, the Crisis Communication section begins on Page 49 within Appendix A.

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Crisis Action Checklist

Date: _____

Incident Description:

Crisis Situation

A crisis defined as any situation which:

- Requires immediate and coordinated action and/or
- Will have a significant impact on the operation or the reputation of the College

Whenever possible, the BMC Sr. Director of Communications & PR or his designee (see Appendix A – page 47) should be the media liaison with the Campus Communications designee serving as the conduit of information to that individual. The following checklist is to be utilized in accordance with that procedure.

Crisis Assessment

Action	Accomplished
President is notified of crisis	
President or his designee contacts Sr. Director of Communications & PR	
President or his designee confers with appropriate BMCTU EC members	
CMT convenes; review situation and communication issues	
A designated crisis team member will coordinate information gathering from outside authorities	
Determine if injuries and/or fatalities (not to be released to media)	

Strategy Development

Action	Accomplished
Communications designee gathers information	
Communications designee will formulate the message, checking with the Sr. Director of Communications and PR if able to do so	
All media contacts directed to communications designee	
Communications designee recommends communication strategy	

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Communication

Action	Accomplished
Inform switchboard to direct all media calls to Communications designee. Inform switchboard operator of who this is and how to contact that individual	
Communications designee prepares information for release, conferring with the Sr. Director of Communications and PR if able to do so.	
Communications designee will verify all facts before releasing.	
Communications designee releases information internally: See Appendix A page 47	
Alert switchboard and media to time and location of press briefing	
Communications designee coordinates notification of outside people and/or groups	
Communications designee releases information to the news media via personal contact, telephone, fax, email, news briefing	
Identify staging if necessary	

Monitoring

Action	Accomplished
Communications designee monitors news coverage	
Communications designee corrects news reports as needed	
Advise media of significant new developments	
Log all media contact	
CMT will evaluate and report findings to Campus President	
CMT will revise plans as necessary	

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Specific Emergency Response Procedures

These procedures focus on the following types of crises:

- General Evacuation Procedures
- Evacuation Procedures for Individuals with Disabilities
- Bomb Threat
- Fire
- Anthrax/Biological Agent Threats
- Hazardous Materials Emergency
- On-site Spill or Release of Hazardous Materials Spill or Air Release
- Infrastructure Failure
- Explosion
- Workplace Violence & Terrorism
- Hostage Situation
- Severe Weather (includes tornadoes, severe thunderstorms, high winds)
- Flood (includes monsoon related issues)
- Earthquake
- Civil Disturbance
- Suicide
- Accidents, Medical Emergencies, Death Notification (includes heat illness & H1N1 information)

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General Evacuation Procedures

Responsibilities of all Facility Personnel

All facility personnel must understand the correct emergency response and general evacuation procedures for their location/building. During an evacuation, all facility personnel must assist members of the public, visitors, students, staff, and contractors to exit the facility premises.

Use of Evacuation Procedure

The evacuation procedure can be used for a variety of events. All employees should be familiar with it.

- In the event of a fire, the fire alarm is to be activated immediately upon the discovery of smoke or flames.
- In the event of a bomb threat or other non-fire crisis, the evacuation order will be issued word of mouth or any other mechanism **not connected to the electrical system** in the building.
- In the event of a bomb threat, use of cell phones or radios for communication should be avoided at all costs.

Evacuation Procedures

- Upon notification that an evacuation is in progress, all faculty, staff, students and visitors will immediately use the nearest emergency exit and proceed to their designated assembly locations a safe distance from the building.
 - Building A – retail center east of building in front of Cricket
 - Building B – retail center east of building n front of H&R Block
 - Building C – retail center in parking lot east of the building, midway down
- In the event of a bomb threat, designated emergency response personnel should survey all areas for suspicious items before allowing evacuation through and/or to these areas.
- In the event of a fire, the designated emergency response personnel and/or designated safety monitors should check for heat and smoke along the evacuation routes to ensure the exist are safe and assist in the movement of people.
- Occupants should be instructed to take personal items such as backpacks, purses, etc. with them as they evacuate the building. Do not return to offices to retrieve personal items.
- As a point of information, do not use elevators during any type of evacuation. If elevators are present in any building, they will be used by the appropriate emergency response personnel to evacuate those individuals with mobility problems.
- Faculty, staff, and students should report to their designated assembly locations and take roll calls at the assembly areas.
- Visitors will remain with staff member(s) they are seeing and their names will be reported in the roll call.
- After roll call, the names of any individuals who did not report/respond to roll call, who may still be in the building, should be reported to a member of the CMT.
- All personnel will stay assembled by department until further instructions are received from their designated emergency response staff.
- Students are to remain with their staff and/or faculty member until further instructions are received from the group's designated emergency response staff.

It is important to note that in some emergencies, employees must deviate from these instructions. Use common sense. For example, if smoke is present, employees need to begin evacuating even if the alarm has not been sounded.

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Summary of Employees' Duties

The following are the duties of employees during an evacuation of the facility:

- Designated emergency response personnel will oversee the evacuation of their own areas.
- Safety monitors will check for heat and smoke to ensure exits are safe and assist in the movement of people. Every employee must be trained to assume the duties of a safety monitor and where stairs may be present, to assume the duties of a stairwell monitor.
- Department Searchers will only operate in pairs and will check for personnel who initially failed to hear the alarm. They will check for heat and smoke before opening any door.
- Disabled employees: Assign at least two employees to assist you in the event of an evacuation or any other emergency that may occur.

Alternate Site Relocation Plan

If it is determined that the building(s) cannot be reoccupied, arrangements will be made to resume operations at an alternate location as quickly as possible. Leased space will be procured under emergency procedure procedures and outfitted to accommodate BMCTU functions.

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Emergency Evacuation for Individuals with Disabilities

A disabled individual is defined as anyone with a permanent or temporary disability who, for whatever reason is unable to independently evacuate a building using emergency means of egress.

General Guidelines

Remember that individuals with similar disabilities are unique. Through brief communication and asking questions, evacuation can be quick and safe.

- Listen to the individual; s/he is the expert regarding the disability.
- Always ask the individuals how you can help before attempting any rescue technique or giving assistance.
- Ask the individual if there are any special considerations or items that need to accompany the individual.
- Remember that there are individuals with “hidden” disabilities who may need assistance. These include but may not be limited to: health, psychiatric disabilities (anxiety disorders, depression, bio-polar, personality disorders, etc.), some vision or hearing impairment.
- Some individuals may utilize service animals such as guide dogs, hearing dogs, or assistance animals. When possible, keep the team together.

As an individual with a disability, you must:

- Identify yourself as having a disability.
- Get involved with the evacuation planning process. You are the expert on your own disability.
- Discuss with Faculty/Employer your abilities and needs as an individual with a disability in regard to evacuation (i.e. use of a wheelchair, cannot walk unassisted, cannot hear alarm, cannot see, etc.).
- Use the “buddy system” for evacuation purposes so that you are assisted to the most appropriate exit route or the nearest area of rescue. Establish your “buddies” in each setting. “Buddies” may be co-workers, supervisors, faculty, or classmates.

If unable to evacuate, ask your buddy to notify emergency responders of your exact location within the building.

- Know the safest method of lifting yourself from your wheelchair and proper carrying techniques. If you do not know, ask your medical professional. Only professionally trained individuals should attempt to lift you, unless you are in immediate danger.
- Determine the best evacuation option.

Guidelines for Specific Disabilities

Blindness or Low Vision:

Even though most individuals who have visual impairments will be familiar with their immediate work/classroom areas, it is necessary to:

- Explain the nature of the emergency.
- Give verbal instructions to advise about the safest route or direction (using compass directions, estimated distances, and directional terms).
- Offer to guide the individual, especially if there is debris or a crowd; do not grasp the individual’s arm without asking if s/he needs assistance.
- Give other verbal instructions or information (i.e. west exit cannot be used).

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Deafness, Hearing Loss, and/or Speech Impairments:

Communication varies with individuals who are deaf, hard of hearing or who possess speech impairments. Individuals with hearing impairments may not hear audible alarms.

- Get the attention of a person with a hearing disability by turning the light on and off, tapping the individual on the shoulder, waving your hands, or eye contact.
- Clearly state the problem. Face the individual for those who can read lips. Gestures and pointing are helpful. Be prepared to write a brief, concise statement if the person does not understand.
- Offer visual instructions, such as pointing, to advise of safest routes, exits, or direction.

Mobility Impairment:

Individuals with mobility impairments may or may not use wheelchairs.

- **REMEMBER: IF YOUR BUILDING HAS AN ELEVATOR, DO NOT USE WHEN THERE IS AN EMERGENCY.**
- It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- If individuals with mobility impairments cannot exit, they should move to a safer area (e.g. most enclosed stairwells can be used if they exist). A secondary option is to move to an office that is a good distance from the hazard, and away from falling debris. Keep doors closed!
- Notify police or fire personnel immediately about any individuals remaining in the building, their locations, and conditions.
- If individuals are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique. Ask the individual the safest method for lifting/carrying.
- If the individual is in immediate danger, it may be necessary to leave the wheelchair. Do not attempt to carry an individual in an electric wheelchair.

Responsibilities of BMCTU

- Establish areas of rescue for every building and where there is more than one floor, every floor.
- Identify areas of rescue within the building by signs, maps and distributed information.
- Identify the areas of rescue on maps provided to emergency personnel.
- Identify areas of rescue phone numbers and inspect signs, telephone number validity, and continued safe access and conditions for areas of rescue and location.

Areas of Rescue:

- Phone – maintained and checked periodically.
- Close proximity to escape routes.
- Unobstructed egress/access.
- Where possible, provided with opening windows.
- Where applicable, use rooms constructed to be safe havens (encapsulated rooms) in structurally sound locations

Refuge areas at BMCTU that have no window access, but also have phones:

Building A

Occupational Therapy Assistant Lab
Nursing Lab
Faculty Area
Director of Financial Aid Office
Human Resource Coordinator Office

[Type text]

Administrative Assistant Office
Director of Student Services Offices

Building B

Computer Lab
Networking Lab
Medical Lab

Building C

Career Services Center
Inside corridor classrooms (check numbers)

Appendix D (page 80) contains floor plans of each of the three buildings with room numbers.

Evacuation Options:

Everyone must try to evacuate using the nearest, safe exit. Individuals at BMCTU with disabilities have three basic options.

Horizontal evacuation – using building exits to the outside ground level or going into unaffected wings of multi-building complexes.

Stay in place – unless danger is imminent, remain in a room with an exterior window, a telephone and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his/her location directly. The police will immediately relay this location to on-site emergency personnel who will determine the necessity for evacuation. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.

For General Information: The Stay-in-Place approach may be more appropriate for sprinkler protected buildings or buildings where an area of refuge is not nearby or available. It may also be more appropriate for an occupant who is alone with the alarm sounds.

NOTE: BMCTU BUILDINGS ARE ALL SPRINKLER PROTECTED.

Area of refuge – with an evacuation assistant, going to an area of refuge away from obvious fire is the best option. The evacuation assistant will then go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

For General Information: Usually the safest areas of refuge are stair enclosures common to multi-story buildings and open-air exit balconies. Other possible areas of refuge include: fire rated corridors or vestibules adjacent to exit stairs and elevator lobbies. Many campus buildings feature fire rated corridor construction that may offer safe refuge. Taking a position in a rated corridor next to the stairs is a good alternative to a small stair landing crowded with other building occupants using the stairway.

A fourth option is available in multi-story buildings. This is the **Stairway (vertical) evacuation**. An individual may use a stairwell, if possible, to reach ground level exits from the building.

References: This procedure was adapted from the websites of the University of Wisconsin-Milwaukee, University of Northern Colorado, Arizona State University, Virginia Commonwealth University, and the University of Berkeley.

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Bomb Threat

All personnel should know the procedures for handling a bomb threat emergency. The procedures should be readily available and in the hands of all employees who, by reason of their assignment, might be expected to receive a phone call, a verbal or physical threat, or suspicious mail or packages. This category includes all telephone operators, mail handling personnel, receptionists, inquiry processors, and administrative assistants or other clerical assistants.

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please **DO NOT** immediately attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. After getting as much information as possible about the threat, **DO** notify your immediate supervisor who will authorize the evacuation decision in consultation with the Campus President. While it is the BMCTU policy to evacuate in response to all bomb threats, keep in mind that the vast majority of threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the local law enforcement agency having jurisdiction. If the threat should come via email, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone, thus the following instructions are provided with that assumption.

Immediate Action for the Receiver of the Threat

- Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
- Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
- Attempt to obtain information on the location of a device (building, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- **Immediately** after the caller has ended the call, notify immediate supervisor.
- If the threat was left on voice mail, **do not erase**.
- The supervisor (or call receiver in the supervisor's absence) is to notify the Campus President and the CMT.
- The supervisor (or call receiver in the supervisor's absence) will call 911 to report the threat.

The receiver of the threat shall remain available for interviews by investigating authorities.

Evaluating and Documenting the Threat

The major or bomb threats received are crank calls. There is frequently a clue to the validity of the threat in the message itself or in the attitude and manner of the caller. That is why it is important to record the caller's message exactly as it was given. After receiving a threatening call, a Bomb Threat Checklist should be completed immediately after reporting the call.

A *bomber*, in placing the call, will usually prolong the call and furnish some detail as to the location of the device and reasons for planting it. The call is frequently repeated. A *crank caller* tends to be abrupt and hurried. Seldom are details provided regarding the type of the device, the location and reasons. The crank caller repeats the call less frequently because of the fear of the call being traced.

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Evacuation Decision

It is the policy of BMCTU that building evacuation is mandatory when a bomb threat is received and appropriate evacuation steps and consultation with the Campus President and/or law enforcement officials have taken place. If the threat is for a specific building, only that building and any other building within close proximity should be evacuated. If the threat is non-building-specific, then all buildings on campus will be evacuated. Evacuation should follow the established evacuation procedures.

Subsequent Procedures

In the building search, the CMT and IT/Facilities staff will conduct the search. Since staff will be more familiar with their work areas than the team members, staff may be asked to identify boxes or objects in their work areas. If a suspicious device, package, bag, etc. is discovered, it is to be left alone. **DO NOT TOUCH IT!** Note its location and report it to the CMT Coordinator or designee. Once a bomb is discovered, the building will be under the jurisdiction of the local law enforcement authority having jurisdiction.

The decision to resume normal activities in the building will be made by the Campus President in consultation with the Group Vice President of the region and the CMT Coordinator and the local law enforcement authorities. The authorities will want to interview the person who received the threat.

Letter and Bomb Recognition Points

The following are letter and parcel bomb recognition points:

- Foreign mail, air mail, and/or special delivery
- Restrictive markings such as “confidential” or “personal”
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material, such as masking tape or string
- Visual distractions

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Action to Take after Receiving Suspicious Package

Do not handle package. Evacuate area where package is located.

Notify: Holly Helscher, Campus President – 520-319-3301 or 520-269-1762 or in her absence
Kris Johnson, Director of Student Services – 520-319-3319

The CMT Coordinator or designee will then notify local law enforcement agencies:

Local Police: _____911_____ FBI: ____602-279-5511_____

County Police: ____520-882-7463_____ Local Fire: _____911_____

State Police: ____602-223-2000_____ ATF: ____520-770-5100_____

Telephone Bomb Threat Checklist

Keep Calm: Do not get excited or excite others.

Time: Call received: _____ am/pm Call Terminated: _____ am/pm

Exact Words of Caller:

DELAY: Ask Caller to Repeat

Questions you should ask:

- Time bomb is set to explode:
- Where located: Building _____ Area _____
- Kind of bomb? _____
- Description? _____
- Why kill or injure innocent people? _____

Voice description:

____Female ____Calm ____Young ____Refined
 ____Male ____Nervous ____Middle-Aged ____Rough
 ____Old

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FIRE

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and to notify the Fire Department by dialing 911. Note: While all BMCTU buildings are protected by sprinkler systems, this in itself does not guarantee safeguards against the threat of fire, so all tasks below are to be conducted.

Immediate Action:

For the person discovering the fire:

- Extinguish only if you can do so safely and quickly.
- Call 520-791-4512 for non emergency situations.
- In case of emergency, DIAL 911.

If the fire cannot be extinguished:

- Confine the fire by closing the doors.
- Pull the nearest fire alarm.
- Call DIAL 911 for Fire Department Dispatch.
- Alert others.
- Meet the Fire Department when they arrive.

For building(s) occupants:

- Close the doors to your immediate area.
- **EVACUATE** the building via the nearest means of egress. Evacuation routes are posted in each classroom and in hallways.
- Avoid smoke filled areas.
- If there are elevators, **DO NOT USE**.

For persons evacuating from the immediate fire area:

- Feel door from top to bottom. If it is hot, **DO NOT** proceed; go back.
- If the door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
- If no smoke is present, exist the building via the nearest stairwell or exit.
- If you encounter heavy smoke in a hallway or stairwell, go back and try another route.

Occupants with disabilities will be evacuated using the Evacuation Procedures for Individuals with Disabilities.

Decision Making

The responding Fire Department will control and make decisions at the scene of the fire. This includes when to turn control of the scene back to the College. The Fire Department will make decisions regarding the control and abatement of the fire incident, and issuing or not issuing all clear for safe building re-entry and occupancy. The Campus President in consultation with the GVP and the CMT will decide when to resume normal operations.

Subsequent Procedures/Information

Depending upon the degree of the fire incident, other support agencies and College resources may be brought in for service or assistance.

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ANTHRAX/BIOLOGICAL AGENT THREATS

Many organizations in communities around the country have received anthrax threat letters or have found unknown, unidentified foreign substances in unlikely locations. Most letters were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents, however they may occur.

DO NOT PANIC

- *Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do, so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.*
- For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

How to Treat a Suspicious Unopened Letter or Package Marked with Threatening Message, such as "Anthrax":

- Do not shake or empty the contents of any suspicious envelope or package.
- PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
- If you do not have any container, then COVER the envelope, package or material with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with **soap and water** to prevent spreading any powder to your face.
- What to do next...
 - Report the incident to local police, **and** notify your campus site CMT Coordinator or an available supervisor.
 - If you happen to be at HOME, report the incident to your local police.
- LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

Envelope with Powder and Powder Spills Out onto Surface or Suspicious Foreign Powdery or Granular Substance Found in an Unlikely Location

- DO NOT try to CLEAN UP the substance. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
- Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with **soap and water** to prevent spreading any powder to your face.
- What to do next...
 - Report the incident to local police, **and** notify your campus site CMT Coordinator or an available supervisor.
 - If you happen to be at HOME, report the incident to your local police.
- REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- SHOWER with **soap and water** as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*

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- If possible, list all people who were in the room or area, especially those who had actual contact with the substance. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

Question of Room Contamination by Aerosolization:

For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.

- Turn off local fans or ventilation units in the area.
- LEAVE area immediately.
- CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- What to do next...
 - **Dial “911”** to report the incident to local police and the local FBI field office, **and** notify your CMT Coordinator or an available supervisor.
 - If you are at **HOME**, **dial “911”** to report the incident to local police and the local FBI field office.
- SHUT down air handling system in the building, if possible.
- If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following...

- Excessive postage.
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Title, but no name.
- Misspellings of common words.
- Oily stains, discolorations or odor.
- No return address.
- Excessive weight.
- Lopsided or uneven envelope.
- Protruding wires or aluminum foil.
- Excessive security material such as masking tape, string, etc.
- Visual distractions.
- Ticking sound.
- Marked with restrictive endorsements, such as “Personal” or “Confidential”.
- Shows a city or state in the postmark that does not match the return address.

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HAZARDOUS MATERIALS EMERGENCIES

The BMCTU campus is located in proximity to very busy streets and some industries that subject it to exposure to hazardous materials from an unplanned release. Any release of any known or unknown material off-site and its potential effects on occupants of the building will be made known to by local Emergency officials.

The CMT Coordinator will directly contact the Tucson and/or Arizona Director of Crisis Management and all appropriate local, state, and federal governmental agencies. Therefore, the response will be based on recommendations from these governmental agencies. Employees, contractors, and visitors—all building occupants—will be notified and given the course of action to be initiated and the routes to use.

COURSES OF ACTION

- **General evacuation:** Announce evacuation routes to employees. Follow the General Evacuation Procedure. All employees and other building occupants will exit to one of the predetermined points of assembly where further instructions would be provided.
- **Staggered evacuations:** The location would be evacuated in sections. All building occupants would leave to a predetermined point of assembly where further instructions would be provided.
- **Designate restricted areas:** Contaminated areas of a location would be evacuated. Employees and other building occupants would be advised as to what areas are deemed “safe.” At that time further instructions would be provided.
- **Isolate building:** If authorities order that people be sheltered in place, employees and building occupants would remain in the building. Outside air sources, such as fans and doors, would be shut down. If a suspicious odor or spill is observed in or near the building or property, contact the appropriate campus Crisis Management Coordinator and they will call the appropriate Agency for Response/Recovery. The CMT Coordinator will advise the Campus President.

If a suspicious odor or spill is observed in or near the building or property, contact the following departments or personnel. Contact names and numbers are located in Appendix E (pages 84-87)

- Campus CMT Coordinator, or in the absence of the CMT Coordinator the Assistant CMT Coordinator
- Campus President
- IT/Facilities Manager
- Public Relations On-Site Lead

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ON-SITE SPILL OR RELEASE OF HAZARDOUS MATERIALS SPILL OR AIR RELEASE

While the risk of a hazardous spill or gas release on campus is low, steps should be in place to properly react (refer to the appropriate MSDS sheet(s) located in the labs and central locations). In the event there is a hazardous waste spill, natural gas leak, or other release of a hazardous material follow these steps:

- Notify the CMT Coordinator and the Facilities Manager. The CMT Coordinator will call the City/County Government’s Division of Environmental & Emergency Management to report the spill.
- If possible contain the spill, and prevent it from going down the drain.
- If necessary, the CMT Coordinator, in consultation with appropriate authorities will order the evacuation of building occupants using the SNAP emergency notification system. Follow the general evacuation procedure of faculty, staff and students.

List of On-Site Hazardous Materials – TBP

NOTE: At the current moment in time (0110) the only hazardous materials located on campus are in the Crime Lab, Building B, Room _____. MSDS sheets are located in that lab as well as in the office of the Administrative Assistant to the Campus President.

HAZARDOUS MATERIAL	MANUFACTURER	LOCATION ON CAMPUS

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INFRASTRUCTURE FAILURE

It is understood that from time to time, any BCTC campus may experience infrastructure problems that could render the work site unsafe, uninhabitable or unusable due to failures in natural gas supplies, loss of electricity, water supply, or communication.

Immediate Action

- If a critical incident is experienced relating to loss of natural gas, water or electricity, call the IT/Facilities Manager.
- If a critical incident is experienced relating to telephone or computer systems, call the IT/Facilities Manager who will then immediately revert to the Disaster Recovery Plan located in Appendix B page 52.

Decision Makers

The first responders will determine whether a critical incident exists, and will report the findings to the Crisis Management Coordinator. In the event that a critical incident exists, the CMT Coordinator will convene the Crisis Management Team.

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EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

Immediate Action

- Get out of the building as quickly and calmly as possible. Call **911**.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible. Refer to Fire Procedures earlier in this document.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas. Refer to the General Evacuation Procedure and the Evacuation for Individuals with Disabilities Procedure.
- Keep streets and walkways clear for emergency vehicles and crews.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Decision Makers

- The responding emergency unit will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building reentry and occupancy.
- The responding emergency unit or agency in control will decide when to turn control of the scene back over to BMCTU. Depending on the nature of the incident, other public response and law enforcement agencies may be involved in decisions or control of the scene, e.g., criminal actions.

Subsequent Procedures/Information

Depending on the nature and degree of the explosion incident, other support agencies and resource units may be brought in for services or assistance.

Local Red Cross Chapter Phone: 520-318-6740

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WORKPLACE VIOLENCE AND TERRORISM

BMCTU, like any other school campus, could come under terrorist attack. Any individual or group that has both the motive and ability can perpetrate an act of terrorism. Terrorist events are intended to cause damage, inflict harm, and possibly kill. Terrorists will go to great lengths to make sure the event has the intended impact. Experts generally agree that there are five categories of terrorist incidents: biological, nuclear, incendiary, chemical, and explosive. The acronym B-NICE is a simple way to remember these categories. Within any of these categories it is important to remember the four routes of entry: inhalation, absorption, ingestion and injection. The best emergency procedure for any of these categories is to minimize exposure to these four routes of entry.

Should a violent incident occur on campus the following procedures should be followed:

What to do in Response to an Incidence of Threatening or Violent Behavior:

- In an emergency, and you are able to safely do so, call the Police immediately using **911**.
- If the situation is not an emergency, promptly inform your supervisor of the incident.
- Evacuate all staff and students from the vicinity of the threat or behavior.
- In either case, promptly notify the Campus President and the CMT Coordinator.
- If there are any physical injuries, contact EMS immediately using **911**.
- In case of fire or trapped individuals, contact EMS immediately using **911**.
- Administer first aid, if necessary.
- Secure the scene.
- Identify and isolate witnesses until the authorities arrive. Do not allow them to talk to anyone.

Terrorist Intruder/Shooter in the Building:

- Remain calm.
- Take cover in a room and lock the door if possible, otherwise, place heavy furniture against the door, stay clear of the doorway.
- Stay away from the windows and stay out of sight.
- If there are other people in the room, delegate one person to call **911** and report pertinent information to law enforcement authorities.
- Designate another individual to call a CMT member if near a campus phone so the emergency notification system, SNAP, can be deployed to alert the entire campus to "lock down".
- Wait to be released from the room until you get clear instructions from proper law enforcement authorities.
- If the crisis is a hostage situation, follow the instructions of the assailant, do not antagonize him/her, and try to remain calm (see Hostage Situation that follows within this document).
- If you are outside, go to the closest building and go to a room, and follow above steps.

Recommendations of actions to take in the event of a biological, nuclear, or chemical terrorist attack:

- Shelter-in-place until ordered to evacuate by campus officials.
- Close all doors to the outside.
- Close and Lock all windows.
- Use tape, plastic food wrapping, wax paper, or aluminum foil to cover and seal fan grilles and other openings to the outside.
- Ventilation systems should be turned off or set to 100% re-circulation so no outside air is drawn into the building.
- Turn off all heating and air-conditioning systems and switch inlets to "closed" position.
- Close as many internal doors as possible.
- If gases or vapors begin to affect your breathing, hold a wet cloth over your nose and mouth.

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- If elevators are present, DO NOT USE. They tend to "pump" outdoor air in and out of the building as they travel up and down.
- DO NOT panic or worry that there will be enough air to breathe. It is highly unlikely this would happen in normal buildings.
- Await instructions from campus officials or law enforcement agency.

Remember that the best emergency procedure is to minimize your exposure to biological, nuclear, or chemical agents through inhalation, absorption, ingestion, or injection (from flying projectiles.)

Decision Makers

In the event of any act of terrorism on the campus, the appropriate law enforcement agency will be notified by the Campus President or CMT Coordinator or other designee. At the point of response by law enforcement, the agency with jurisdiction will retain control of the situation and make any and all decisions. Law enforcement will determine if and when control and operation of the campus is to be returned to campus officials.

Subsequent Procedures / Information

- Counseling will be made available to students, faculty, and staff in emergency situations by contacting the BMCTU HR Coordinator who will coordinate through The Wellness Center. They will assist in obtaining support services before, during, or after an incident, crisis or traumatic event.
- Only the President and Sr. Director of Communications & PR will provide information to media.

HOMELAND SECURITY ADVISORY SYSTEM

In the aftermath of the terrorist attacks against America on September 11, 2001, President George W. Bush decided 22 previously disparate domestic agencies needed to be coordinated into one department to protect the nation against threats to the homeland. Thus, the U.S. Department of Homeland Security was formed. The Homeland Security Advisory System provides a comprehensive and effective means to disseminate information regarding the risk of terrorist acts to Federal, State, and local authorities and to the American people. This system provides warnings in the form of a set of graduated "Threat Conditions" that increase as the risk of the threat increases. The Tucson and/or Pima County Sheriff's Department/Emergency Management Bureau will advise local government agencies, including local education systems and school districts, of any specific actions needed to prepare for or react to a threat level. Any change in the Threat Condition requires notification district-wide. At each Threat Condition, Federal departments and agencies would implement a corresponding set of "Protective Measures" to further reduce vulnerability or increase response capability during a period of heightened alert. The following Threat Conditions each represent an increasing risk of terrorist attacks.

GREEN: LOW RISK OF TERRORIST ATTACK	This condition is declared when there is a low risk of terrorist attacks.
BLUE: GENERAL RISK OF TERRORIST ATTACK	This condition is declared when there is a general risk of terrorist attacks.
YELLOW: SIGNIFICANT RISK OF TERRORIST ATTACK	An Elevated Condition is declared when there is a significant risk of terrorist attacks
ORANGE: HIGH RISK OF TERRORIST ATTACK	A High Condition is declared when there is a high risk of terrorist attacks
RED: SEVERE RISK OF TERRORIST ATTACKS	A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the protective measures for a Severe Condition are not intended to be

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	sustained for substantial periods of time.
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If you have questions or would like additional information, check out these websites:

[Department of Homeland Security](#)

[Federal Emergency Management Agency](#)

[Federal Bureau of Investigations](#)

[American Red Cross](#)

[Centers for Disease Control](#)

[World Health Organization](#)

References: This section on Terrorism was adapted from The American Red Cross and the Ventura County Community District.

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HOSTAGE SITUATIONS

A hostage situation is different from a hostile intruder or active shooter situation. In a hostage situation the perpetrator/captor seeks to negotiate with no immediate intention to harm or injure victims, while hostile intruder or active shooter incidents have shown that in these situations there is no time, room or intention for negotiation on the part of perpetrators.

In these situations the initial 45 minutes are the most dangerous and most intense and have a tremendous potential for violent outbursts aimed at harming and injuring victims, hence one must avoid drastic actions and be compliant.

Suggested Response Guide:

If you witness a hostage situation immediately remove yourself from any danger and call 911. Then contact your CMT Coordinator and the Campus President. Be prepared to give the Police dispatcher the following information:

- Location Building name, floor (if in a multi-level building) and room number of incident
- Number of possible hostage takers
- Physical description and names of hostage takers, if possible
- Number of possible hostages and names, if known
- Any weapons the hostage takers may have
- Your name

If Taken Hostage:

- Remain as calm as possible
- Speak normally. Do not complain, avoid being belligerent and comply with all orders and instructions.
- DO NOT challenge the captor, be compliant.
- If spoken to, attempt to establish rapport with the captor:
 - Don't talk down to the captor
 - Avoid appearing hostile and avoid arguments
 - Maintain eye contact but do not stare
- Do not draw attention to yourself with sudden body movements, statements, comments or hostile looks
- Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later
- If forced to present demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf
- Try to stay low to the ground or behind cover from windows or doors, if possible.
- If medications, first aid or restroom privileges are needed by anyone, politely say so
- Be observant (when free, the safety of others may depend on what you remember about the situation)

References: These suggested procedures have been adapted from Temple University and the Department of Safety and Security for Dartmouth College.

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SEVERE WEATHER

Tornado, Severe Thunderstorms, Severe Winds (which can create dust storms)

It is advised that several NOAA all-hazards weather radios be in use on campus. One radio should be in each building:

- Building A – front desk
- Building B – library
- Building C – Career Services Department

The NOAA website can also be accessed from any campus computer, student or administrative. That website address is: www.nws.noaa.gov Navigate to Tucson, Arizona weather.

Watch vs. Warning

Knowing the difference between a watch and a warning can be a lifesaver.

- A watch means conditions are favorable for severe weather (severe thunderstorm or tornado) to form. Keep apprised of weather conditions and be ready to take shelter.
- A warning means that severe weather (thunderstorm or tornado) has been spotted in the areal. Take shelter immediately in case the weather event approaches your location.

Local radio stations and law enforcement agencies can also be contacted for weather conditions. **Non emergency** numbers for local fire and police departments are as follows:

Local Police Department – 520-791-4444

Local Fire Department- 520-791-4512

Immediate Action

- All persons on campus will be alerted to the emergency situation via CMT members or their designees. If campus phones including classroom phones are still in use, and it is safe to do so, personnel and students will be notified in this fashion. Otherwise, if electrical lines are disabled, notification will be made door to door by the CMT members.
- All personnel shall go immediately to interior hallways away from doors or windows within the building(s).
- Avoid halls that open to the outside in any direction. Avoid those that open to the southwest, south, or west, since that is the usually the direction the tornado will come. Stay away from glass, both in windows and doors.
- Crouch down and make as small a “target” as possible. If you have something to cover your head, do so, otherwise, use your hands.
- Once the emergency has passed evacuate the building if it has been damaged. Follow established evacuation procedures.
- Call 911 if injuries are reported.
- Render first aid, if necessary.
- The Campus President in consultation with the CMT Coordinator will direct any other actions as required and request assistance from other agencies, i.e., Disaster and Emergency Services, the Fire Department, Police Department, etc.

Subsequent Procedures / Information

The CMT will coordinate with Facilities to determine the extent of damage, and to disconnect utility services, including water, electricity, and natural gas in the event that the building structure and/or services are damaged. If the structure is damaged, it should not be re-occupied until it has been determined to be safe to enter.

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FLOOD

Purpose

In the event of a flood, which can be created by the annual Monsoon Season for BMCTU, all personnel will respond as outlined in this procedure to protect the employees, students, and property of this facility. This is not to be construed as a normal occurrence during the Monsoon Season, but in the event heavy rains continue without stopping and local authorities have indicated extreme emergency condition prevail.

Infrastructure instability can also be created via the flat roof on the facility buildings which can create flood-like conditions within the building(s) and appropriate procedures from this and the Infrastructure procedure (earlier in this document) as well as the Disaster Recovery Plan (Appendix B page 52) will be utilized.

It is advised that several NOAA all-hazards weather radios be in use on campus. One radio should be in each building:

- Building A – front desk
- Building B – library
- Building C – Career Services Department

The NOAA website can also be accessed from any campus computer, student or administrative. That website address is: www.nws.noaa.gov Navigate to Tucson, Arizona weather.

Emergency Communications

- This needs to be monitored at all times during potential flooding conditions.
- Establish a communications link with local emergency management authorities.
- Current employee contact information is to be regularly updated by the BMCTU HR Coordinator which includes a home and/or cell phone number and a phone number where they can evacuate outside the flood area should these extreme measures be required.
- Distribute to employees primary facility contact phone numbers to call for reporting instructions after the flood.
- Primary Facility Phone Number: 520-319-3300. Should the main line be down, calls will be re-routed according to the Disaster Recovery Plan (Appendix A page 47)
- Local Utility Contact Information for BMCTU:
 - Water Company:
 - Electrical Company:
 - Gas Company:
 - Telephone Company:
 - Sewer Provider:
 - City Street Department:

Flood Emergency Shutdown and Evacuation:

- Management will determine when to issue the order to follow established shutdown procedures to secure and protect the facility from the effects of a flood.
- Selected essential personnel will remain to complete these procedures as long as they are safely able to do so. Transportation will need to be provided.
- Non-essential personnel will be released to evacuate. Off-duty employees will be contacted not to come to work.
- Flooded roads: Tell your employees never to enter floodwaters on foot or in a vehicle. Half of all flood-related deaths occur in vehicles. Vehicles become inoperable when water causes electrical system failure. Occupants may become trapped in the vehicle and drown. All downed power lines are to be avoided. This is a particularly hazardous and common occurrence during Monsoon Season.

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- Utility considerations: If the building is subject to flood damage, gas, water, and electrical power should be isolated.
- All fuel tanks and bottled gases need to be secured and isolated.
- Selected stay-behind crew will check the following systems: status of portable water pumps to remove floodwater, alternate power sources for generators, battery-powered emergency lighting systems, etc.

Food and Water Distribution:

- **Floodwater Contact:** Food and drinking water that comes in contact with floodwater needs to be discarded. Boil all drinking water and eating utensils before use.
- **Red Cross Shelters and Services**
- Your employees and their families may need temporary housing. The CMT Coordinator will stay in contact with facility employees to keep them informed and determine their needs for temporary shelter. In the event of an emergency, contact the Red Cross to confirm the location of the open shelters in your area.
- Other services the Red Cross provides include cleanup kits, mobile feeding, vouchers for food and clothing, critical stress debriefing, temporary shelters, damage estimates for FEMA, emergency structure repair, and incident debriefing.

Local Red Cross Phone: 520-318-6740

Tucson Water Company – 520-791-2666

Tucson Street Department – 520-791-3154 weekdays; 520-791-4144 off hours and weekends

Tucson Electric Company – 520-623-3451

Outages & Storm – 520-623-7711

Other emergencies – 520-623-3451

Southwest Natural Gas – 520-746- 1076 for gas leaks/emergencies

Pima County Transportation & Flood Control – 520-740-6824

Pima County Public Works/Road Maintenance – 520-740-2636 weekdays; 520-295-4595 emergencies

Additional numbers can be located in Appendix C page 77.

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EARTHQUAKE

During a major earthquake, an individual may experience a shaking that starts out gently but within a few seconds grows violent. A second or two later, one may find it very difficult to move from one place to another.

Because earthquakes can strike without warning, the immediate need is to protect lives by taking the best available cover. Stay calm. If in a building, remain there. Take cover under a desk, table, or bench, or in a doorway or hallway along an interior wall. Stay away from windows or shelves containing heavy or breakable objects. If outside, move away from buildings and electrical lines. Once in the open, stay there until the shaking or tremors stop. If one is in a moving car, stop as quickly as possible, but remain in the vehicle.

Immediate Action Following an Earthquake:

- Call 911 if communication avenues are available.
- The Campus President in consultation with the GVP, Sr. Director of Communications & PR and the CMT Coordinator will take control of the situation.
- Evacuate immediately following the established evacuation plan.
- Provide first aid if necessary.
- Once at designated assembly areas, take roll to account for all staff and students. In this case, if at all possible, students should return to their primary classrooms for ease of roll taking.
- Staff and students will not be dismissed from premises until all individuals are accounted for and it has been determined that conditions in the community are safe.
- No one is permitted to re-enter an evacuated building until it has been inspected and declared structurally sound.
- If a building is unsafe to be reoccupied for a period of time, arrangements will have to be made to provide functions elsewhere.

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CIVIL DISTURBANCE

A civil disturbance is a mass confrontation, not sanctioned by College authorities, that disrupts planned or regular College operations, or that infringes upon the civil rights of non-participants. Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obstructive. A student or public demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Interference with the normal operations of the College.
- Denial of access to an office, building, or other College facility.
- Threat of physical harm to persons or damage to College facilities.
- Disorderly conduct that disturbs the campus or community.

Immediate Action

If any of the conditions listed above exist, the Campus President should be notified and apprised of the situation. The Campus President or her designee will be responsible for contacting the appropriate authorities.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

Peaceful, Non-obstructive Protest

Generally, demonstrations of this kind should not be interrupted.

Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.

- If protestors are asked, at the Campus President's or designee's request, to leave but refuse to leave by regular facility closing time:
 - Arrangements will be made by the Campus President or her designee to monitor the situation during non-business hours, or
 - Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

Non-Violent Disruptive Protest

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

- Key College personnel will be asked by the Campus President or her designee to go to the area and persuade the demonstrators to desist. Failing that, the
- Demonstrators will be asked to cease the disruptive activity by the Campus President or her designee.
- If the demonstrators persist in the disruptive activity, they will be apprised that failure to desist the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion, or intervention by law enforcement authorities.
- Efforts should be made to secure positive identification of demonstrators who are violating specific College, local, or state regulations to facilitate later testimony, including the use of photographs and/or videotapes.
- After consultation with the appropriate College officials, the Campus President or her designee will determine the need for an injunction and/or intervention by outside authorities.
- If determination is made to seek the intervention of outside authorities, the demonstrators should be so informed. Upon the arrival of law enforcement authorities, the remaining demonstrators will be warned of the intention to arrest.

[Type text]

Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or property occurs or appears imminent:

- The President or her designee will determine a strategy for responding to the incident. The strategy may range from the methods used for nonviolent demonstrations (see above) to requesting the intervention of outside law enforcement authorities.
- If the determination is made to seek the intervention of outside authorities, the demonstrators should be so informed, if possible. Upon arrival of the authorities, the remaining demonstrators will be informed of the intent to arrest.
- Efforts should be made to secure positive identification of demonstrators in violation of a specific College, local, or state regulation, to facilitate later testimony, including the use of photographs and/or videotapes, if deemed advisable.

Evacuation Decision

- In the event of a major civil disturbance, communication will be provided that instructs all faculty, staff and students to remain indoors. Security patrols will be increased and emergency watches will be established on campus. All faculty, staff and students will be advised of emergency instructions and may be relocated depending on the circumstance.
- Evacuation of a building, area or the entire campus may be necessary under certain conditions.
- The decision to evacuate shall be made by the President or her designee according based on the evaluation of all available information as well as existing and anticipated circumstances.
- The Campus President or designee will notify the Sr. Director of Communications & PR for further instructions.

Evacuation

Once the evacuation order is issued, the building(s) will be evacuated following the General Evacuation Procedures and Evacuation Procedures for Individuals with Disabilities contained earlier in this document.

[Type text]

SUICIDE

In 1998, suicide was the eighth leading cause of death for all Americans, the third leading cause of death for those aged 15-24, and the second leading killer in the college population. These statistics demonstrate the seriousness of suicide, which is often linked to untreated depression. Clinical depression affects more than 19 million adults every year.

Although women suffer from clinical depression and attempt suicide more than men, men are more likely to complete the act. Any talk of suicide by a friend or loved one should be taken seriously and help should be sought immediately.

Symptoms

Depression and thoughts of suicide can impact a person's life in many different ways. Not everyone experiences depression and suicidal tendencies in the same way. Some people may have behavioral changes, while others experience physical changes.

Common Warning Signs of Suicide & Depression

- Sadness or anxiety
- Feelings of guilt, helplessness or hopelessness
- Trouble eating or sleeping
- Withdrawing from friends and/or social activities
- Loss of interest in hobbies, work, school, etc.
- Increased use of alcohol or drugs
- Anger

Specific Signs of Potential Suicide Include:

- Talking openly about committing suicide
- Talking indirectly about "wanting out" or "ending it all"
- Taking unnecessary or life-threatening risks
- Giving away personal possessions

Depression alone or in combination with aggressive behavior, substance abuse and/or anxiety is found in over half of all suicides. If depression is present, substance abuse, anxiety, impulsivity, rage, hopelessness, and desperation may increase the risks of suicide.

Suicide Can Be Also Triggered by a Number of Things Including:

- Stressful events, such as a failed exam or failure to get a job
- Crises in significant social or family relationships
- Interpersonal losses
- Changes in body chemistry
- High levels of anger or anxiety

How to Help a Friend

If you notice any of the above warning signs in a friend or loved one, you have reason to be concerned. There are ways that you can be helpful to a friend or loved one who is thinking of taking their own life.

- Be honest and express your concerns. For example, "You seem really down lately; is something bothering you?"
- Ask directly about thoughts of suicide. For example, "Have you thought of hurting yourself?" If suicidal thoughts are expressed, it is important to contact the Academic Advising Team or the local mental health association.

[Type text]

- Listen and offer emotional support, understanding and patience.
- Convey the message that depression is real, common and treatable. Suicidal feelings are real and preventable.
- Offer to accompany your friend to see a counselor.

Resources

If you or a friend, co-worker or student needs help, please contact 911. The Academic Advising Team and/or one of the resources below are also available.

- The Wellness Corporation – 1-800- (24/7 for BMCTU students and employees)
- 1-800-SUICIDE (784-2433) or www.hopeline.com
- National Mental Health Association – 1-800-969-6642 or www.nmha.org/index.cfm

References: Copyrighted and published by the National Mental Health Association. No part of this document may be reproduced without written consent.

Procedures Following Suicide Threats and Attempts by Students

BMCTU expects and encourages students to maintain a reasonable concern for their own self-welfare and the welfare of the campus community. Demonstrated suicidal intent or behavior are risk factors for completed suicide and are a violation of the BMCTU student code of conduct.

In the event that BMCTU has reasonable cause to believe that a student attempted or will attempt suicide or has engaged in efforts to prepare to commit suicide, the College will generally require the student or employee to undergo a mandatory assessment at his or her own expense by an outside licensed mental health professional. Such assessment may include but is not limited to a psychological evaluation at a local hospital and/or emergency room to ensure the safety of the student and the larger community. The assessment should take place immediately and the student should sign a release of information (FERPA form, Appendix H page 93) allowing the mental health professional to communicate with school staff information related to the student's safety and well-being.

The purpose of the mandated assessment is to gather information and recommendations about the student's condition, his or her need for psychiatric hospitalization and to provide the student with appropriate psychiatric referrals. The College will ask the mental health professional to share information about what steps the College might take to protect the safety of the student and the school community at large. Students with psychological impairments which affect the student's ability to function in the school community (academically, socially or otherwise) may opt for a medical withdrawal or a medical attendance exception. Students who have to be hospitalized due to a suicide attempt and/or suicidal ideation will be administratively withdrawn from the school and this will remain in effect until the student provides appropriate documentation from a licensed mental healthcare provider stating that the student can safely return to college and is not believed by the healthcare provider to present a threat to harm him/herself or others. Notwithstanding, the College at its discretion may set restrictions and/or conditions for the student to return to College including receiving outside

BMCTU cannot provide the long-term psychological treatment that is necessary for students experiencing suicidal distress. Because of the serious nature of attempted suicide and/or suicidal ideation, the student's parents or other support person(s) may be contacted by the College and informed of the student's condition. The Family Educational Rights and Privacy Act (FERPA) permits College officials to contact parents without the student's consent, "if knowledge of the information is necessary to protect the health and safety of the student or other individuals." If circumstances indicate further harm may come to a student by contacting family members, other options may apply. Failure to adhere to the guidelines outlined herein may result in disciplinary action.

[Type text]

Procedures Following Suicide Threats and Attempts by Employees

BMCTU expects and encourages employees to maintain a reasonable concern for their own self-welfare and the welfare of the campus community. Demonstrated suicidal intent or behavior are risk factors for completed suicide and may violate certain behavioral expectations of employees as outlined in the employee manual.

In the event that BMCTU has reasonable cause to believe that an employee attempted or will attempt suicide or has engaged in efforts to prepare to commit suicide, the College strongly advises that the Campus President be informed so that reasonable and confidential efforts can be made to assist the employee in acquiring appropriate treatment.

[Type text]

ACCIDENTS; MEDICAL EMERGENCIES; DEATH NOTIFICATIONS

All safety precautions should be taken to reduce the chances of infection when dealing with injured personnel. Faculty and staff should follow the universal/standard precautions in handling body fluids as recommended by the Centers for Disease Control (i.e., wear rubber gloves or use protective barrier between you and the injured person).

Accidents

Depending on the nature of the accident, you may need to:

- **Call 911** if required – determine need for evacuation.
- Administer first aid/CPR. First aid should be rendered until emergency medical personnel arrive.
- Remove students/staff/faculty from immediate area.
- Determine involved parties; cause of the accident.
- Request assistance as required and inform campus administration including CMT Coordinator for your campus site.
- Remain in safe proximity to brief emergency personnel upon arrival.
- Complete BMCTU Incident or Injury Report Form (Appendix F page 88) send to Campus President.

Medical Emergencies; Medical Health Emergencies

Such as: Heart Attack, Seizure, Cuts/Lacerations, Broken Bones, Asthma Attacks, Heat Illness, and Burns

- **Call 911** after assessing the emergency.
- Attend to the individual; remain calm; administer first aid/CPR. First aid should be rendered until emergency medical personnel arrive.
- Notify campus administration and the CMT Coordinator.
- Prevention of Heat Illness is located in Appendix I (page 94).

Death Notification or Homicide

- **Call 911**
- Notify Campus President
- Secure the area.
- Isolate witnesses.
- Campus President or other appropriate Campus EC will notify family, in person if possible.
- Complete BMCTU Incident or Injury Report Form (Appendix F page 88) send to Campus President.

BMCTU H1N1 Procedures & Information

- If there is any suspicion of a confirmed case of H1N1, notify Campus President or the Dean of Academics Affairs Immediately.
- Appendix J (page 96) contains information from the Centers for Disease Control (begins page 96) as well as the initial H1N1 Playbook from the EDMC Intranet (page 105). However, to access the EDMC Playbook, you must contact Holly Helscher at 520-391-3301 or 520-269-1762. In her absence contact Henry Seifried, AVP Employee Communications at 412-995-7264 for next steps.

[Type text]

RECOVERY AND RESTORATION

Following the immediate crisis response comes the longer term recovery and restoration. After the situation has stabilized, and generally within 12 to 24 hours after the event, attention must turn to the restoration of college programs.

The Campus President, CMT and EC members will convene to determine how best to return the campus to operational fitness.

Communications Plan (General and Crisis)

Prepared by J. Stephen Dobbins
Senior Director of Communications & Public Relations

FY10

GENERAL COMMUNICATIONS PLAN

Our communications plan ensures that audiences form accurate opinions and make decisions regarding Brown Mackie Colleges based on consistent, accurate, and factual information disseminated through internal and external media outlets. Communications should reflect our longstanding commitment to our values, vision, and mission. Communicating responsible messages through responsible means serves to promote and position our schools ethically and at the highest levels.

We value the relationships we have cultivated with students, faculty, staff, and alumni. In addition, we cooperate and respond promptly to media inquiries. We also work collaboratively with those who wish to generate favorable publicity on behalf of Brown Mackie Colleges, assuring that proper checks and balances are in place to manage the message.

OBJECTIVES:

The objectives of the plan are:

Adhere to our belief to always “Do the right thing.”

Advance the message of Brown Mackie College

Preserve our reputation.

Ensure that communications are consistent and in keeping with our key messages.

DEFINITION:

For the purpose of the plan, communications and public relations are defined as activities undertaken on behalf Brown Mackie Colleges to communicate with and promote our messages to students, faculty, staff, alumni, students, media, and other publics. This encompasses, but not limited to communications in the form of press releases, public service announcements, public relations campaigns, printed collateral, videos, Brown Mackie College web sites, graduate Feature Stories, AlertFind, Emergency Notification Service, Intranet website, FAQ documents, website postings, correspondence, special events, national campaigns, and Facebook, MySpace, Twitter, and other social media.

The Senior Director of Communications & Public Relations for the Brown Mackie College Education System is responsible for communicating the plan and ensuring the information disseminated to internal and external audiences is accurate and credible.

DESIGNATED SPOKESPERSONS:

All inquiries from media should be directed to the Senior Director of Communications & Public Relations or other designee as assigned. From time to time, and depending upon the circumstance, others may be designated to speak on behalf of the organization or to respond to specific inquiries. Employees who are not authorized spokespersons must not respond to the media or others, unless specifically asked to do so by the authorized spokesperson.

PRESS RELEASES:

The Senior Director of Communications & Public Relations will disseminate press releases following review and approval by the Business Practices Committee.

FORWARD-LOOKING INFORMATION:

Making forward-looking statements in the media should be avoided at all cost. Such information, if deemed material by the Legal Department, will be broadly disseminated via press release and clearly identified as forward-looking.

General Principles:

- All communication offered to the media must be honest, ethical, accurate, objective, timely, and conform to our accepted principles of sound business practices.
- All external communications should be reviewed prior to public disclosure for materiality, and non-public or proprietary information as appropriate by entities such as BMC CS Communications & Public Relations, Business Practices Committee, EDMC Public Relations, Legal, and Investor Relations.
- Avoid the use of forward-looking statements.
- Communication activities must position our schools, students, faculty, staff, and programs as favorably as possible.
- Communication should not be misleading in regard to the benefit of our schools, students, faculty, staff, and programs.
- Only authorized spokespersons may speak on matters that reflect upon the schools. Exception may be made under certain circumstances and will be communicated by the Senior Director of Communications & Public Relations.
- Prompt, courteous, and responsive service that is sensitive to the concern of the public and respectful of individual rights should be delivered.
- It is imperative to work collaboratively to achieve coherent and effective messaging with the public when required to do so; when in doubt, seek the advice of EDMC/BMC CS Public Relations or Legal on issues and themes which may have horizontal or organization-wide implications that require coordination.
- All press releases to be disseminated via national news wire services must be reviewed and approved in advance by the Senior Director of Communications & Public Relations and the Business Practices Committee. No other department or external agency is authorized to disseminate press releases directly to a national wire service.
- Information requests to the campus from the media must be forwarded immediately to the Senior Director of Communications & Public Relations.
- Information requests from media to the Senior Director of Communications & Public Relations can be received by phone, e-mail, fax, or letter. Requests should be handled as follows:

Inquiry From: Direct to:

Trade/Business Media.....BMC/EDMC CS Public Relations
Finance/Analyst/Investment Media.....Direct inquiries to EDMC Investor Relations
Local Media.....BMC CS Communications & Public Relations
National Media.....BMC CS Communications & Public Relations
BMC CS Public Relations contact: J. Stephen Dobbins, Senior Director of Communications & Public Relations,
BROWN MACKIE COLLEGE EDUCATION SYSTEM: 625 Eden Park Drive, Suite 1100; Cincinnati, OH 45202;
513.830.2005.
EDMC CS Public Relations contact: Jacki P. Muller, Vice President of Public Relations, EDUCATION
MANAGEMENT LLC; 210 Sixth Avenue; Pittsburgh, PA 15222, 412.995.7262

CRISIS COMMUNICATIONS PLAN

The following plan specifically outlines the Communications & Public Relations Crisis Communications Plan, which is integrated into the college’s overall plan developed in conjunction with the Student Services Department. This plan coincides with Brown Mackie College’s various safety and emergency plans.

DEFINITION:

A crisis is any situation that threatens the safety and security of students, staff, faculty, business activity, integrity, or reputation of Brown Mackie College schools. These situations may be caused by natural disaster, legal disputes, criminal activity, accident, or manmade disaster affecting the college. Communication during these periods will help to manage the crisis, minimize damage, and inform internal and external publics.

Notification – Emergency Response

- When a crisis arises, the first step is to ensure the safety of students, employees, and anyone on campus. To ensure safety and swift response to an immediate threat, the **Crisis Plan** (under separate cover) goes into effect.
- Security on campus or Campus President is alerted to place a 911 call.
- Security alerts Director of Students Affairs and/or Campus President, who in turn alerts the Senior Director of Communications & Public Relations and others on the Emergency Management Team (selected members of campus EC and CS EC).
- Senior Director of Communications & Public Relations initiates communications (depending on the crisis).
 - AlertFind (keep updated)
 - Emergency Notification Service on Website (keep updated)
 - Visix Digital Communications System
 - Phone Operator Message – Script (keep updated)
 - Press Release | Media Alert
- Notify EDMC CS Public Relations.

Identify spokesperson

A back-up should be identified in the event the primary spokesperson is unavailable. If necessary, in addition to the primary spokesperson and the back-up, individuals may be named to serve as experts or advisors. These may include representatives from the functional areas. Candidate criteria includes:

- Comfortable in front of reporters/TV cameras.
- Skilled in delivering/staying on message.
- Knowledge about the crisis.
- Accessible to the media and personnel who will facilitate media interviews.
- Ability to remain calm in stressful situations.

It can be anticipated that other parties involved in the crisis (police, fire department, health officials, etc.) will also have a spokesperson. It is important to obtain the identity of those individuals as early as possible so all statements and contacts with the media can be coordinated with those organizations/interests whenever possible.

Develop Key Messages

After the Emergency Management Team (selected members of campus EC and CS EC) is briefed on the current situation, an initial statement is drafted. The situation may require multiple statements for multiple audiences. Statements should be:

- Factual, gathered from reliable sources, and confirmed.
- Sensitive to the health and safety of employees, students, and others.
- Updated on a regular basis.
- Clear in providing instruction and direction as necessary.

Respond/Reach out to Media

The nature of the situation may require media outreach and/or response. Messages developed and approved by the Emergency Management Team and delivered through the designated spokesperson may be distributed to the media in the most appropriate format (in-person, press conference, written statements, press release, e-mail, and phone).

The media can be a valuable tool in reaching key audiences (students, staff, parents/emergency contacts, etc.) and informing them of the status of students, the location, and classes. Once the crisis is declared concluded, ongoing media outreach will be coordinated with the assistance of the Senior Director of Communications & Public Relations as required.

AUDIENCES

- Students
- Staff
- Alumni
- Parents
- Prospective students
- Board of Directors
- Board of Trustees
- Community
- Businesses
- Governmental agencies
- Landlords
- Legislative/regulatory
- Vendors



Brown Mackie College – Disaster Recovery Plan

Information Technology

Campus: ...Brown Mackie College - Tucson...

Prepared By: Anthony J. Offret
Date: 6/6/2011

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1. INTRODUCTION

Overview

The purpose of this disaster recovery plan is to assist management in the assessment of processes and procedures to mitigate the risk of system downtime or loss of media in the event of an unexpected outage. This plan outlines risk prevention measures and procedures to assist management in the continuation and resumption of time sensitive and business critical systems in accordance with pre-established availability timeframes.

Policy Establishment

Possessing predetermined plans to recover from unexpected system downtime or loss of media is a key factor in maintaining business continuity. To assure an organized and effective response to an outage or disaster, it is important that the Brown Mackie College - Tucson maintains documentation of the current system environments and requirements for restoration.

Scope

A disaster, which can range in severity, is any event that threatens the availability of information systems and the data that resides on those systems for Brown Mackie College - Tucson and its students. These policies and procedures apply to Brown Mackie College - Tucson systems' infrastructure and are to be used in the event of a systems' disruption or extended outage. The systems in scope are workstations, printers, servers, network, switches, routers, and telecommunications equipment located throughout Brown Mackie College - Tucson's facilities.

Rules

Although disaster recovery is dynamic depending on the severity, certain general rules are necessary to provide the quality of services that faculty, administration, and students expect. These mandates include:

- Preventative measures should be taken to reduce the risk of loss in the event of a disaster.
- Employee & Student safety should be the first priority in the event of a disaster.
- Restoring service to customers should be performed as soon as possible. As a worst-case scenario, Brown Mackie College - Tucson's systems' infrastructure must not be down for more than seven days. During less severe situations, system downtime restoration should be performed within the same business day.

2. KEY RESOURCES

Multiple resources are critical for ensuring success of the disaster recovery plan. Among these are copies of this plan, key people with authority to implement this plan, and the off-site recovery media and documentation.

Please refer to Appendix B contains a complete listing of all local and corporate contacts.

3. RISK PREVENTION

The purpose of risk prevention is to ensure that the school is taking reasonable steps to maximize systems availability.

Scheduled Maintenance

Brown Mackie College & EDMC's technical staff performs system maintenance on a regular basis. Four times per year regular maintenance on servers and related hardware is performed. Scheduled maintenance includes; deleting old files, cleaning up shared storage areas, and updating system software and hardware, this helps to ensure that systems remain stable and available.

Network Monitoring

Brown Mackie College & EDMC's technical staff performs regular informal monitoring of the network. Monitors include: capacity, uptime, load balancing, and audit logs. Monitoring the network allows the technical staff to help ensure that systems remain stable.

System, Configuration, and Installation Testing

Prior to installation of new systems and software, testing is performed to assure compatibility and reliability of the newly configured system and software. Pre-deployment testing significantly reduces the number of problems that could occur. As a result, pre-deployment testing significantly increases the overall reliability of production computers in the classroom and administrative areas. Maintaining a valid set of available pre-deployment test systems is vital to ensuring stable production systems on campus.

System Backups

EDMC's technical staff maintains backups of administrative systems including the Lawson financial system, CampusVue student information system, and the MS Exchange email system. Critical classroom and administrative data stored on the Citrix farm in the EDMC data center is also backed up daily. Local file servers and domain controllers are backed up via the wide area network on a nightly basis.

Staff running thin client computers in the Citrix environment store all of their data on the Citrix file servers located in the corporate data center in Pittsburgh, PA. Staff that are using networked PCs such as desktop or laptop computers are automatically backed up daily using the Connected backup software. Data is backed up via the Internet to a secure offsite storage location.

4. REVIEWING AND TESTING

Brown Mackie College - Tucson's Executive Committee will review the disaster recovery plan at a minimum of once per year or whenever a major change is made to the systems' infrastructure or core business applications. The review will have to ensure that the plan is updated to cover the company's current systems environment and contact list.

Feedback shall be obtained from any personnel involved in the review/test and appointed by management, including employees, consultants, and/or temporary help. The "Feedback Form" contained in Appendix "G" shall be used to solicit such feedback for implementation changes and process improvement. It includes the necessary information to approve such changes and authorize any inclusions (such as procedure changes/additions).

Testing the Disaster Recovery Plan

Documentation and periodic reviews of the disaster recovery plan are reassuring. However, proof and confidence that the plan will work only result from completion of periodic testing of the procedures in the plan.

Tests of the plan will determine:

- The state of readiness of the company to respond to and cope with a disaster involving the data processing resources.
- Whether backed-up media, applications and documentation store off-site are adequate to support the recovery of critical functions within their recovery time objectives.
- Whether the inventories, tasks, and procedures are adequate to support recovery and the resumption of critical operations.
- Whether disaster recovery plans have been properly maintained and updated to reflect the actual recovery and restoration needs.

The disaster recovery test should include:

- The operating network brought to live status on the alternate computer processor(s).
- Confirmation of the ability to access student applications. Greater assurance is gained if administration/faculty/student representatives are part of the testing.
- Only off-site backups may be used in the test.
- Any live production tests will be conducted on a weekend to provide minimum disruption to customer operations.

Disaster Recovery Plan Copies

Current copies of this plan shall be kept in the Data Center for the operations staff at the CS office in Pittsburgh, with the Campus President, and with the Regional Director of Technology.

5. COMMUNICATIONS

Effective communication is essential in the event of any outage or disaster.

Upon the initial occurrence of an extended system outage (defined as an outage lasting more than one hour) the operations staff on duty will communicate via telephone with the Regional Director of Technology.

In the event that the system outage lasts more than one day and/or an outage that affects all business activity, the Executive Committee is called.

The Regional Director of Technology, GVP, and campus Executive Committee members will assess the situation and decide if a change in locations is needed. The decision to change locations will be made only in the severest of conditions.

Appendix B contains a complete listing of all Brown Mackie College - Tucson contacts.

6. IDENTIFICATION OF ALL MISSION CRITICAL APPLICATIONS

"Mission Critical" refers to those applications that are essential for the continuance of our organizational mission. In the event of any outage or disaster, mission critical applications will be restored in an acceptable timeframe consistent with policies and standards established by the corporate office. It will be the responsibility of the Regional Director of Technology to advise and update the Executive Committee on the status and cost of implementing this plan during an outage.

Mission Critical applications are divided into two functional areas: Administrative and Classroom.

6.1 ADMINISTRATIVE

Phone System:

Provides local and long distance, point-point and teleconference communication services.

Upon determining the extent of damage to the phone system, the Regional Director of Technology, in consultation with Central Services (CS) in Pittsburgh, will decide on appropriate repair, replacement, or relocation as needed. The phone vendor, the local carrier, corporate procurement and appropriate equipment vendors will be contacted to arrange installation or repair.

CampusVue:

Provides an electronic system for managing student academic records, registration, and financial aid.

CS maintains the CampusVue system in Pittsburgh. The maintenance and protection of this system are the responsibilities of CS. Outages at the corporate level are beyond the control of Brown Mackie College - Tucson.

At the local level, the system requires telecom or network services to access this application from the Pittsburgh server. PCs running MS Windows or a Thin Client running Citrix connected via a shared broadband connection, and access to the Internet is needed at a minimum to run CampusVue. Approximately twelve systems would be needed to temporarily continue business operations in the case of a total local outage.

Lawson:

Provides a financial system for managing purchase orders, payables, and receivables.

CS maintains the Lawson system in Pittsburgh. The maintenance and protection of this system are the responsibilities of CS. Outages at the corporate level are beyond the control of Brown Mackie College - Tucson.

At the local level, the system requires telecom or network services to access this application from the Pittsburgh server. PCs running MS Windows or a Thin Client running Citrix connected via a shared broadband connection, and access to the Internet is needed at a minimum to run Lawson. Approximately two systems would be needed to temporarily continue business operations in the case of a total local outage.

Citrix:

Provides administrative applications and files including Word, Excel, Outlook, and user Documents.

CS maintains the Citrix system in Pittsburgh. The maintenance and protection of this system are the responsibilities of CS. Outages at the corporate level are beyond the control of Brown Mackie College - Tucson.

At the local level, the system requires telecom or network services to access this application from the Pittsburgh server. PCs can use <http://eservices.edmc.edu> to access the system remotely in the case of a total local outage.

Exchange E-Mail:

Provides a means of asynchronous documented communication.

CS maintains the Exchange/Outlook system in Pittsburgh. The maintenance and protection of this system are the responsibilities of CS. Outages at the corporate level are beyond the control of Brown Mackie College - Tucson.

At the local level, the system requires telecom or network services to access this application from the Pittsburgh mail servers. Computers and devices capable of running a web browser on a broadband or cell network are required. Users can access this system by pointing their browser to <http://webmail.edmc.edu>

6.2 CLASSROOM

Citrix Labs:

Provides classroom application services & file storage for students.

CS maintains the Citrix system in Pittsburgh. The maintenance and protection of this system are the responsibilities of CS. Outages at the corporate level are beyond the control of Brown Mackie College - Tucson.

PC/Mac/Thin Client Labs:

The curricula of Brown Mackie College - Tucson rely heavily on computer technology in the classroom. The absence of student computers and printers would jeopardize the educational mission of the school. Replacement facilities and systems would need to be restored within one month in the event of a disaster. The Executive Committee would determine if the current month would need to be refunded and repeated or if sufficient makeup time can be allocated, depending on when the labs were taken out of service.

Student File/Print Servers:

Server infrastructure that provides the backbone to file sharing, computer management, and security for classroom computers. The maintenance and protection of these systems is the responsibility of Brown Mackie College - Tucson and coordinated by the Regional Directory of Technology.

Internet Access:

Internet access is required in more and more in every class. It has become an essential tool for many students and faculty for communications and study. Depending on a particular class, Internet outages could also greatly affect the successful completion of course material.

Library World:

Library World is the library's catalogue and checkout system. It is hosted online via <http://www.libraryworld.com>. The database is housed on the Library World server. This system should be operational whenever the library is open. Barcode scanners may be needed to restore checkout abilities.

7. COURSES OF ACTION

The following courses of action (arranged in chronological order) are divided into three sections; 1) those performed by personnel at the campus location, 2) those performed by CS-IT Networks/ Telecommunications personnel, and 3) those performed by CS-IT Call Center personnel.

7.1 SCHOOL PROCEDURES

The following procedures are performed by representatives at remote location(s) upon entering disaster recovery mode.

7.1.1 Open A Priority One Ticket

As soon as a disaster becomes imminent or occurs unexpectedly, contact the EDMC Call Center immediately to open a “Priority One” (P1) ticket.

1. Complete the checklist entitled, “*Checklist For Placing A Priority One Ticket*”, contained in Appendix “A”. This checklist is used to record all of the information necessary to adequately report a disaster/outage (for more information on P1 tickets, see Section 7.3).
2. The EDMC Call Center can be reached using the following information:

Phone Numbers:

1-888-424-4435 (Toll Free)

412-995-7123..... (Local)

Regular Hours of Operation:

Monday–Friday: 7:00 AM - 11:00 PM (EST)

Saturday:..... 9:00 AM - 2:00 PM (EST)

Emergency After-Hours:

When prompted, choose option #2 to leave a detailed description of the outage and be sure to include contact information. An analyst will then be paged.

All Hours:

Email Work Orders to:... help@edmc.edu

Email questions to:..... callcenter@edmc.edu

3. Record the corresponding ticket number for your reference and keep it accessible while the ticket is active (disaster timeframe). The ticket number is used for tracking and reporting, and increases efficiency throughout the resolution process.
4. The ticket will be closed when the disaster recovery process is complete and all local systems are back online and operating in the manner prior to the outage.

7.1.2 Setup Greeting for Voice Mailbox On CS Phone System

All EDMC remote locations shall record a special greeting on the CS phone system to use during a disaster. If your location does not already have this greeting recorded, follow the steps below. The greeting may be customized according to the nature of the disaster, and can include information such as news, weather, status, and estimated time to resume normal operations.

1. Call the CS phone system at 412-995-7777 or 800-884-7401.
2. Enter the voice mailbox number provided for your location, followed by the # symbol.
3. Enter the mailbox password, followed by the # symbol.
4. To change the greeting, press 1 (the current greeting will play).
5. To record the custom greeting, press 1 (use the example below as a guide).
6. Press the * key to stop the recording.
7. Press the # key when finished recording.

Disaster Recovery Mode Greeting – To be used in the event of any uncontrollable act of nature, such as hurricanes, tornados, earthquakes, floods, wild-fires, etc.

“Thank you for calling Brown Mackie College - Tucson. Due to an uncontrollable act of nature*, we are currently closed.** If you’d like to leave a message, press 0, and an associate will return your call at the earliest convenience. Please check our website at www.brownmackie.edu/Tucson for updates and additional information. Normal operations are expected to resume on [Day, Month xx].”

* If the uncontrollable act of nature is a hurricane, you can refer to it here. For example, say “Due to Hurricane Katrina, the school is now closed”.

** If applicable, add information regarding the closing of housing facilities and/or contact information.

7.1.3 Backup & Shutdown Phone System

Prior to unplugging any equipment related to voice mail, have the P1 ticket information available. In most instances, equipment that requires backup operations be performed consists of; 1) the PBX system, such as *HiPath 4000*, 2) call center server, such as *HiPath ProCenter*, and 3) voice mail server. *NOTE: If the phone system is supported by an outside vendor, such as Siemens, an SLA for disaster recovery must exist.*

1. If the phone system is supported by an outside vendor, initiate vendor support as per SLA.
2. Perform the latest backup operation/routine (if scheduled to run automatically, launch it manually).
3. Shut down the system software properly (if time permits).
4. Power down/unplug the system, securing the power cords as high as possible.
5. Protect the equipment by covering with waterproof sheeting.

7.1.4 Backup and/or Shutdown Servers

The following servers, listed in alphabetical order, might be covered in location-specific disaster recovery plans. Whether they are or not, they shall be given consideration. At some locations, the servers do not store critical data and just need to be shut down and physically protected. In other instances, the servers do contain critical data and backup operations need to be performed prior to shutting down. *NOTE: Not all locations will have all of the servers.*

- Active Directory servers
- Altiris servers
- Application servers
- Clean Access servers
- DHCP servers
- DNS servers (student & admin.)
- File servers
- Print Servers

7.1.5 Backup and/or Shutdown Network Devices

Many network devices do not have on/off power switches. Devices that do not have power switches are safe to unplug to shutdown. However, if a device has a power switch, power off the device prior to unplugging it.

1. Power down/unplug all WAN routers.
2. Verify the latest backups exist for core switches & routers to ensure your network device configurations, such as with CiscoWorks.
3. Power down/unplug core switch and Core router.
4. Power down/unplug all access switches.
5. Power down/unplug firewall routers and peripheral devices.
6. If possible, relocate equipment mounted lowest in racks to the highest available spaces.
7. Cover all network equipment and/or racks with waterproof sheeting.

7.1.6 Ship Backups To CS-IT

The following steps shall be performed once backups for the above servers have been successfully obtained according to procedures for your location. All backups will be returned once the disaster is over, all systems are verified to be fully operational, and the P1 ticket is closed.

1. Package backups appropriately according to the type of media used (CD, DVD, diskette, hard drive, tape, etc.).
2. If time permits, ship the backups via overnight delivery to:

Education Management Corporation
Attention: Larry Trenga - VP Operations/Infrastructure
210 6th Avenue, 33rd Floor
Pittsburgh, PA 15222

3. Notify Larry Trenga (VP Operations/Infrastructure) of the tracking number (refer to Appendix "B" for contact information. The backup contact is Matt Siconolfi (Manager – Systems Administration).
4. If time does not permit, hand-carry all backup media to the evacuation location, while providing a reasonable measure of security at all times to protect EDMC sensitive and/or confidential information.

7.1.7 Check Messages & Return Calls

Before performing the following steps, verify that your location's main and toll-free calls have been rerouted to the CS phone system (this should be initiated by the Call Center Analyst who entered the P1 ticket). The associated voice mailbox must be checked periodically for messages, which shall be returned as appropriate. The time interval may depend on how many locations are affected as well as the number of employees and customers they have.

1. Call the CS phone system at 412-995-7777 or 800-884-7401.
2. Enter the voice mailbox number provided for your location, followed by the # symbol.
3. Enter the mailbox password, followed by the # symbol.
4. To listen to a message, press 3.
5. Press 6 to delete message, 4 to save message, 7 then 3 to replay message, or # to proceed to the next message.
6. Check voice mailbox and return messages as often as possible.
7. Space is limited to 100 messages. If full, callers will be advised they won't be able to leave a message.
8. Messages left in the mailbox can be retrieved up to one week after being redirected. If more time is required, contact the EDMC Call Center and reference the P1 ticket number.

7.2 NETWORKS & TELECOMMUNICATIONS PROCEDURES

The following procedures are performed by CS-IT Networks/Telecommunications personnel, and are necessary to maintain telecommunications service between a remote location, their customers and stakeholders (students, family and friends, relatives, etc), and other CS personnel.

7.2.1 Setup Voice Mailboxes For Each Location

This preparatory procedure is mentioned here in case a voice mailbox does not already exist for a remote location (i.e. - a new location is established after the mailboxes were created). Refer to Appendix "F" for a complete listing of locations and their respective mailbox numbers

See "How To Setup a Voice Mailbox on the CS Phone System for Remote Locations".

7.2.2 Create Call Processing Mailboxes For Each Location

This procedure is referenced here in case a call processing mailbox does not already exist.

See "How To Create a Call Processing Mailbox on the CS Phone System for Remote Locations".

7.2.3 Redirect Main & Toll-Free Numbers

Any location affected by a disaster shall have its main and toll-free numbers forwarded to the predetermined voice mailbox on the CS phone system (as defined above). For information on mailbox capacity and other limitations (refer to Section [7.1.7](#)).

See "How To Redirect Calls From Remote Locations to the CS Phone System".

7.3 CALL CENTER PROCEDURES

The following procedures are performed by CS-IT Call Center personnel, and are necessary to maintain communications between a remote location and other CS-IT staff during all phases of disaster recovery.

7.3.1 Enter and Track P1 Ticket

After a P1 ticket has been opened in the Heat system (Section 7.1), it must be tracked properly until it is resolved and the disaster recovery mode has ended. Some characteristics of a P1 ticket related to disaster recovery include:

- Requires immediate attention
 - Impedes or halts a business process
 - Affects multiple people at a location or multiple locations
 - Affects data integrity, has a significant financial impact, or represents a breach in security
 - Affects the productivity of a high-ranking employee
 - Requires a call-back within 30 minutes from assignment
 - Must be solved in four hours or less of the same business day in which received, unless the nature of the ticket does not permit (for example, a natural disaster can last days).
 - Work does not stop until resolved. Management may be notified if resolution will exceed, or has exceeded, four hours.
1. The Call Center Analyst who enters a P1 ticket related to disaster recovery shall record all information in the Heat system as it becomes available. This may include:
 - Communications with employees at the affected location(s)
 - Status of the event that caused the disaster recovery process to go into effect
 - Status of systems and backups
 - Status regarding other procedures mentioned throughout this document
 - Any problems or issues that resulted from established procedures, either at the affected location or internal to CS-IT
 - Special instructions from CS-IT management
 2. Call Center Analysts shall not decrease the priority level of P1 tickets related to disaster recovery.
 3. Call Center Analysts must get approval from management to close a P1 ticket that is related to disaster recovery. Such approval shall be noted in the P1 ticket before closing.

7.3.2 Create Assignments Under P1 Ticket

It is common for a ticket to necessitate one or more “assignments” for different departments and associated personnel. In the case of disaster recovery, several such assignments must be created under the same P1 ticket.

1. A Call Center Analyst shall create an assignment under the P1 disaster recovery ticket for the Networks/Telecommunication department to redirect calls from the affected location(s) to CS. In addition, a Telecom Analysts shall ensure that a voice mailbox and call processing mailbox exist for the affected location(s).
2. A Call Center Analyst shall create an assignment under the P1 disaster recovery ticket to ensure the System Status page is updated.
3. The status of these, and any other assignment related to the P1 disaster recovery ticket, shall be maintained in the Heat system.

7.3.3 Update The “System Status” Page

The System Status page, which is accessible from the Internet, shall be updated whenever the status of one or more affected systems changes. School officials, faculty, students, parents, and other stakeholders can read related messages and view the System Status page at: <http://www.edmc.com/status>:

See the “*System Outage Procedures*” document.

Also see “*Outage Notification Process (Cheat Sheet)*”.

8. FOLLOW-UP

Once a disaster has concluded, the P1 ticket cannot be closed until all of the affected location(s)'s phone system, servers, and network equipment are fully operational, just as they were before the event. Likewise, calls must be routed back to the location and any recorded greetings updated. Once all of the above has been completed, a formal review of all disaster recovery documentation shall take place. The following section describes the details of the review process for this document.

9. RECOVERY PLANS UNDER VARIOUS SCENARIOS

Local Application and Data Loss:

Individual administrative users store their data using Citrix or locally on their laptops but automatically backed up by the Connected software. Restoration via backup tape or through the Connected service can be initiated by contacting the EDMC IT Call Center and opening a work order.

Loss of Corporate Administrative Applications:

The two mission critical applications on the administrative network are CampusVue and Lawson. These systems are maintained and administered by Central Services (CS) in Pittsburgh and they will lead the restoration efforts on these services. Local technology staff will assist CS in assuring users and printers are available if restoration of these systems is needed.

Loss of Data on Administrative File Server:

The administrative file servers are backed up on a daily basis. These back-ups are stored off-site at the CS data center. Recovery of data from these back-ups are performed by CS system administrators. Restoration via backup can be initiated by contacting the EDMC IT Call Center and opening a work order.

Loss of Administrative File Server:

Loss of the administrative file server can be divided into various complexities, from a hard drive failure to a complete system failure. The Regional Director of Technology has primary responsibilities to assess the damage and coordinate with CS for replacement and recovery options.

Loss of Network Services:

Loss of Network Services can greatly affect mission critical applications. Both CampusVue and Lawson require network services, as well as, corporate e-mail communications and Internet access.

Loss of core network services could include network switch failure, network router failure, network firewall failure, network cable failure, and failures to data communications systems, i.e. T1 to Internet; T1 to CS. The Regional Director of Technology has primary responsibilities to assess the damage and coordinate with CS for replacement and recovery options.

Loss of Classroom File Server:

Loss of the classroom file server can be divided into various complexities, from a hard drive failure to a complete system failure. The Regional Director of Technology has primary responsibilities to assess the damage and coordinate with CS for replacement and recovery options.

Loss of Network Services:

Loss of core network services will be handled in the manner outlined above under Administrative Network.

Loss of Ordinary Communications System Resulting from Phone System Failure

In case of phone system failure, the campus will immediately contact the EDMC IT Call Center to open an S1 work order. The CS telecom analyst assigned to the work order will assess the issue and work with the local service

carrier or with the equipment manufacturer to resolve the issue. Current vendor contacts, description of systems, and description of phone services are to be maintained by Central Services in Pittsburgh.

Loss of Operational Control Over the Main Facilities

In case of operational loss of our main facility, information systems (file servers and phone system) will be either removed from the main facility, or if access to the main facility is not possible, rented and installed into our secondary facility. This facility will require additional communications capabilities that the Regional Director of Technology, in coordination with CS in Pittsburgh, will be responsible to obtain. These additional communications capabilities are necessary to assure proper services for corporate access to CampusVue and Lawson, Internet access, and local and long distance phone service.

Loss of Operational Control Over Off-Site Facilities

In case of operational loss of an off-site facility, temporary administrative workspaces and classroom spaces will be made available at the main facility. Additional computers would be purchased or leased if necessary.

Loss of Operational Control Over All Facilities

In case of operational loss of all facilities, temporary administrative workspaces and classroom spaces would be made available at our second location (available 7/5/10). Additional computers and/or laptops would be purchased or leased if necessary. If required, additional class shifts would be made available in order to accommodate all students on all shifts. Overtime would be paid to full time staff and faculty should substantial additional work hours be required to remain operational until such time as the main campus location was once again ready to be used. This would also work in reverse. Should both locations be inoperable, administrative functions would be performed by staff at home and laptops could be purchased if necessary. Students would be notified that classes are cancelled while tasks necessary to secure temporary quarters and furniture and equipment are acquired to become fully operational in the temporary space. This space would be used until the main and secondary locations are once again ready to be used.

APPENDIX A – PROCEDURE CHECKLISTS

Checklist For School Procedures

- 1) Open A Priority One Ticket With The EDMC Call Center _____
- 2) Make Sure Main & Toll-Free Numbers Are Properly Redirected _____
- 3) Setup Voice Greeting On CS PBX Mailbox _____
- 4) Backup & Shutdown PBX System _____
- 5) Backup & Shutdown Student and/or Admin DNS (if applicable) _____
- 6) Backup & Shutdown DHCP Server (if applicable) _____
- 7) Backup & Shutdown Active Directory (AD) Server (if applicable) _____
- 8) Backup & Shutdown Novell & File Servers (if applicable) _____
- 9) Backup & Shutdown Local Application Servers (if applicable) _____
- 10) Shutdown Altiris Server _____
- 11) Shutdown & Protect All Other Network Equipment _____
- 12) Ship All Backups To CS IT _____
- 13) Check Messages & Return Calls _____

Checklist For Placing A Priority One Ticket

- 1) Location (Include Evacuation Location If Applicable) _____
 - A) Name of location _____
 - B) Location code (if applicable) _____
 - C) Address _____
 - D) Telephone number _____
- 2) Contact _____
 - A) Name of contact _____
 - B) Mobile telephone number _____
 - C) Email address _____
- 3) Nature Of The Outage _____
 - A) Planned/unplanned _____
 - B) Natural disaster/power outage/etc. _____
 - C) Anticipated duration of disaster/outage _____
- 4) Date & Time _____

APPENDIX B - CONTACTS

EDMC CS-IT Management

NAME	POSITION	TELEPHONE	EMAIL
Trenga, Larry	VP – Operations Infrastructure	Office: 412-995-7289 Mobile: 412-654-3045	ltrenga@edmc.edu
Wynn, Joseph	VP – Security & Business Continuity	Office: 412-995-7147 Mobile: 412-901-3806	jwynn@edmc.edu
Moore, Rich	VP – Campus Technology	Office: 412-995-7117 Mobile: 412-638-0802	rmoore@edmc.edu
Fink, Derek	AVP – Networks & Telecommunications	Office: 412-995-7231 Mobile: 412-901-2440	dfink@edmc.edu
Fricke, Rich	Manager – Call Center	Office: 412-995-7211 Mobile: 412-719-0049	rfricke@edmc.edu
Siconolfi, Matt	AVP – Systems Administration	Office: 412-995-7135 Mobile: 412-818-3981	msiconolfi@edmc.edu

Brown Mackie College Corporate Contacts

NAME	POSITION	TELEPHONE	EMAIL
Drew Smith	AVP – Campus Technology Regions 1&3	Office: 513-830-2050 Mobile: 813-357-9020	drsmith@brownmackie.edu
Bob Roeschenthaler	AVP – Campus Technology Region 2	Office: 412-918-2513 Mobile: 412-375-2375	broeschenthaler@edmc.edu
Daniel Summer	GVP – Region 1	Office: 513-830-2043 Mobile: 260-403-4148	dsummer@brownmackie.edu
Kate Osio	GVP – Region 2	Office: 214-412-4360 Mobile:	kosio@brownmackie.edu
Deb Thibodeaux	GVP – Region 3	Office: 602-383-1950 Mobile: 623-243-0709	dthibodeaux@brownmackie.edu
Connie Adelman	Exec Director of Campus Services	Office: 513-830-2012 Mobile: 574-229-4548	cadelman@brownmackie.edu
Danny Finuf	President – Brown Mackie College	Office: 513-830-2040 Mobile: 513-317-5226	dfinuf@brownmackie.edu

Brown Mackie College Brown Mackie College - Tucson Emergency Response Team Contacts

NAME	POSITION	TELEPHONE	EMAIL
Tim Bush	Campus President	Office: 520-319-3301 Mobile: 520-269-1762	tbush@brownmackie.edu
Mike O'Donnell	Dean of Academic Affairs	Office: 520-319-3337 Mobile: 505-480-6402	miodonnell@brownmackie.edu
Karma Owens	Sr. Director of Admissions	Office: 520-319-3318 Mobile: 619-855-6005	kowens@brownmackie.edu
Greg Sager	Facilities Manager	Office: 520-319-3333 Mobile: 520-260-9405	gsager@brownmackie.edu
Valerie O'Brien	Technology Support Supervisor	Office: 520-319-3333 Mobile: 520-260-9405	vobrien@brownmackie.edu
Kris Johnson	Director of Student Services	Office: 520-319-3319 Mobile: 520-850-7556	kkjohnson@brownmackie.edu

APPENDIX C - GLOSSARY

CS (Centralized Services) – Education Management Corporation’s headquarters located in Pittsburgh, Pennsylvania, which includes Finance, Human Resources, Information Technology, and other departments.

Disaster – Any unforeseeable event or foreseeable circumstance that disrupts, or has the potential to disrupt, network data transmission and/or telecommunications. This includes, but is not limited to, natural disasters (earthquake, flood, hurricane, tornado, wild fires) and other causes of planned or unplanned outages (fire, random acts of violence, sabotage, site fault, terrorism, and vandalism).

Disaster Recovery – The short definition is the ability of a business infrastructure to restart operations after a disaster, particularly from an IT standpoint (for a more detailed description, see “Scope”). Disaster recovery entails minimizing downtime while restoring data and telephone communications so that business can resume as normal (prior to the disaster) without detrimental loss to system integrity.

LEC (Local Exchange Carrier) - A public telephone company in the U.S. that provides local service, sometimes referred to as "telcos". A "local exchange" is the local "central office" of an LEC. Lines from homes and businesses terminate at a local exchange. Local exchanges connect to other local exchanges within a local access and transport area (LATA) or to inter-exchange carriers ([IXCs](#)) such as long-distance companies.

Outage – A disruption in service, whether it be with telecommunication, data transmission, and/or power. Typically, the latter is a cause of a disruption, even with UPS systems in place.

PBX (Private Branch Exchange) - A telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines. The main purpose of a PBX is to save the cost of requiring a line for each user to the telephone company's central office.

SLA (Service Level Agreement) – A contract between a service provider and a customer that specifies, in measurable terms, the services being provided. For example, many Internet Service Providers (ISP)s provide their customers with an SLA. Recently, Information Technology departments in major enterprises have adopted the idea of supplying an SLA to their customers (other departments and Users within the enterprise). For examples relative to this document, refer to Appendix “[E](#)”.

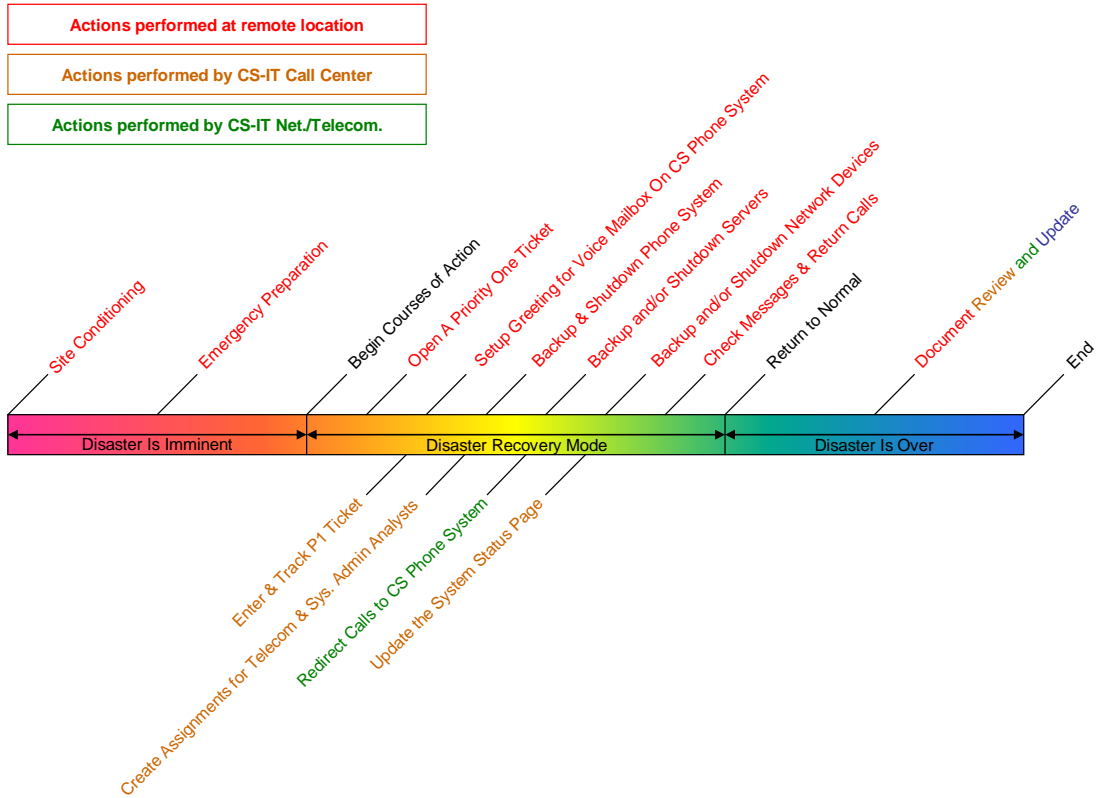
UPS (Uninterruptible Power Supply) – A device that provides power using a battery when the primary power source is lost, and also provides protection from power surges. This allows a computer (for example, a workstation or server) to keep running for a short time after losing the primary source or power. This provide an opportunity for proper manual or automatic shutdown, including data retention (modern versions are programmable so that proper shutdown sequences are performed automatically).

VMS (Voice Mail System) – Also known as a Voice Messaging System, it is made up of several pieces of equipment used to accept, route, and record telephone calls, usually over a computer network using TCP/IP. It can manage multiple calls made to a central number at once or to numerous extensions.

APPENDIX D - TIMELINE

The action timeline below illustrates when all the procedures throughout this document are to be performed, ending when normal service is resumed after disaster.

Action Timeline



APPENDIX E – SERVICE LEVEL AGREEMENTS

This appendix is referenced on page 4 and in the Glossary (Appendix C).

Internal SLAs

CS-IT management has established internal SLAs that help employees at remote locations understand what to expect from the various departments/personnel at CS-IT during a disaster, described below as they relate to this document (in the order of their associated sections).

- Networks/Telecommunications

7.2.1 Voice mail boxes on the CS phone system should already exist for each location prior to any disaster. In the event one does not already exist, an Analyst will proceed immediately to setup one (as per P1 ticket). The timeframe required to do this is *less than one hour* from receipt of assignment.

7.2.2 Call processing mailboxes on the CS phone system should already exist for each location prior to any disaster. In the event one does not already exist, an Analyst will create one. The timeframe required to create one *less than one hour* from receipt of assignment.

7.2.3 Calls for a remote location can be redirected in *less than one hour*, once an assignment is received by a Telecom Analyst.

- Call Center

7.3.1 Response is *within 30 minutes* upon receiving a call for a P1 ticket. Follow-up communication, as defined by the ticket handling process, is included.

7.3.2 Ticket/Work Order-related assignments that are generated as a result of a P1 ticket are handled in a similar manner/timeframe.

7.3.3 The System Status page is updated as the status of any affected systems changes. The timeframe for completing such updates is *less than one hour* from receipt of assignment.

External SLAs

- Centrally-Managed

The CS-IT Networks & Telecommunications department maintains SLAs for centrally-managed vendors/contracts used at remote locations. These may include the following:

Cisco – Network switches and routers

Siemens – Phone systems and voice mail

Vanco – Network switches, routers, firewalls, cabling, backups, etc.

VoiceLog – Voice message recoding

- Locally-Managed

It is the responsibility of the DOT at each location to maintain SLAs for locally-managed vendors, such as those that provide:

Hardware sales & support

Internet service

Networking support

Offsite storage for backups

Etc.

Contact information and contract terms for locally-managed vendors shall be kept current and forwarded to the AVP of Networks & Telecommunications in the event of a disaster, so that assistance with contacting them can be provided if necessary (refer to Appendix B for contact information).

APPENDIX G – DOCUMENT REVIEW FEEDBACK FORM

This appendix is referenced on page 12. Use this form upon review of this document to provide feedback and to request a change. It includes the required information to approve any changes and authorize inclusion into this document (add/change/delete). Upon review, you will be notified and sent an updated version of this document if approved.

Contact Information:

(Include name, location, position, phone number, etc.)

Related Section:

Suggested Change:

Reason for Change:

Other Comments:

Remittance:

Mail or email to:
EDMC CS-IT
Larry Trenga – VP Operations
ltrenga@edmc.edu
210 6th Avenue, 33rd Floor
Pittsburgh, PA 15222

Authorization:

(CS-IT Management) (Date)

Notification of Authorization:

(Document Author) (Date)

APPENDIX H – HURRICANE PREPAREDNESS ADENDUM

Unlike other natural disasters such as fires or tornados, hurricanes are typically predicted days before they make landfall. Because of this, the response to a hurricane watch or warning will warrant a different process that will actually begin before the disaster strikes. Adequate preparation is essential to survival, recovery, and damage control in a hurricane. To the extent possible, Brown Mackie College endeavors to promote the safety of students and employees, and the security of records, equipment and property during a hurricane by follow these guidelines.

Activities Prior to Hurricane Season (April-May)

- Emergency Response Team should meet at the school to review the existing plan and make any changes necessary.
- Take inventory of emergency supplies and re-supply if necessary.
- Contact local television/radio stations concerning the broadcast of public information in the case of emergencies.
- Review and update the evacuation plan, making any necessary changes.
- Review and update the contact information for all employees.

Activities During Hurricane Season (June-November)

1. If there are no storms in the area...
 - Maintain a close watch on the weather for storm activity.
 - Continue to review and test plans.
 - Continue to maintain the emergency supplies.

2. If there are tropical storms or hurricanes in the area, but they are not an immediate threat (550 miles away)...
 - Emergency Response Team and Executive Committee meet to discuss the storm track, preparation for landfall, and the time for plan activation.
 - Maintain a continuous watch on the National Weather Service, as well as on the local networks.
 - Alert employees to the proposed plan of action.

If landfall is predicted in the immediate area start disaster planning and records preservation plan.

Vital Records Preservation Plan

This plan is designed to provide for the protection of all-vital information and critical data, both in electronic and hard copy forms. This would include any important papers, building plans, files, or diskettes.

If a disaster is eminent the following steps should be taken:

- Notify everyone to back-up personal computers.
- Immediately begin gathering important papers and files.
- Clear all desks, cabinets, and work areas of any items that may be blown around or damaged by water.
- All desk, files and furniture should be locked if possible.

- All doors should be closed, but not locked.
- Everyone should be instructed to remove all their personal belongings and lock their desk drawers.

Computer Lab & Technology Preparation

The Technology Department staff under the direction of the Regional Director of Technology and assisted by the Emergency Response Team will be responsible for:

- All equipment must be covered with plastic and duct tape or secured with drawstrings.
- Cabinets containing software must be locked and covered with plastic and duct tape.
- A complete set of software and backup tapes must be moved to a separate location.
- All equipment must be disconnected from electrical supply.
- Per Section 7 of the disaster recovery plan, all telecommunications equipment will be shut down and main phone numbers redirected to the EDMC phone system.

Library Preparation

The Library staff, with the direction of the Librarian, and the assistance of the Emergency Response Team will:

- Cover all collection cases with plastic and duct tape.
- Unplug all electrical equipment.
- Cover all equipment with plastic.
- All doors will be locked.
- All employees will be notified of the closing and provided information as to how to find out when we will reopen.

Hurricane Preparedness Supplies

INTERIOR/EXTERIOR BUILDING SUPPLIES

- Plastic Drop Cloths
- Plastic Trash Bags with drawstrings
- Duct Tape
- Fasteners
- Emergency Generator
- Emergency Generator Fuel
- Wet/Dry Vacuum
- Flashlights
- Batteries
- Drills
- Pry Bars
- Hand Tools
- Ladders
- Pails
- Mops
- Extension Cords
- Brooms
- Plywood

PERSONNEL SUPPLIES

- Radio (spare batteries)
- First Aid Kit
- Petty Cash
- Paper Plates/Cups
- Supply of Water

Public and Private Utilities

Pima County - Refuse collection outside of City limits is handled by private contractors. You may find a list of these companies in the yellow pages under "garbage." Additional information is available from Pima County regarding refuse pickup and landfill operations.

The Greater Tucson Metropolitan Area is served by a number of organizations, both public and private, in the provision of basic utilities and services to local residents. Below is a listing of the major utility companies and their telephone numbers.

Utilities in Arizona are regulated by the [Arizona Corporation Commission](#). Visit their [web site](#) for more details.

PUBLIC TRANSPORTATION

City of Tucson - The Transportation Department also operates Tucson's metropolitan transit system, including [Sun Tran Buses](#) and special transport vans, or [Sun Van](#), for those with special needs. For more information on the Transportation Department, visit the [Department's Web Site](#).

Department of Transportation

4220 S Park Ave
Tucson, AZ 85714

Schedule Information
792-9222

Sun Van Reservations
620-1234

Special Service
791-4100

RECYCLING

City of Tucson - Environmental Services provides residential collection of recyclable materials. [Click here](#) to learn more about Environmental Services' Recycling programs.

Environmental Services

4004 S. Park Ave
Tucson, AZ

Recycling Information Line
791-5000

STREET MAINTENANCE

City of Tucson - The Department of Transportation is responsible for maintaining City streets, street signs, traffic signals and street lighting. For more information on the Transportation Department, visit the [Department's Web Site](#).

Department of Transportation

201 N Stone
Tucson, AZ

Street Maintenance
791-3154

After Hours/Weekends
791-4144

BMCTU Crisis Management Plan – 2010
Local Emergency Numbers
Appendix C

Pima County - Pima County's Transportation & Flood Control Department oversees County streets and roads, as well as the region's flood control operations.

<u>Pima County</u> <u>Public Works Department</u> 201 N. Stone Tucson, AZ		
Road Maintenance 740-2639	Emergencies 295-4595	Transportation & Flood Control Flooding Problems 740-6824

State of Arizona - The State Department of Transportation maintains the region's designated State routes, including Interstate 10.

<u>State of Arizona</u> <u>Department of Transportation</u> 1444 W Grant Rd Tucson, AZ	
I-10 Maintenance 628-5700	Other Maintenance 628-5705

SEWERS

Pima County Wastewater Management operates the sewer system in the metropolitan Tucson area, including the City of Tucson. For information, please call 520-740-6609.

TRASH PICKUP/LANDFILLS

City of Tucson - Environmental Services provides residential and commercial refuse collection for City residents and businesses. Billing for refuse collection is included in your monthly water bill. To visit Environmental Services' Web Site, [click here](#).

<u>Environmental Services</u> 4004 S. Park Ave Tucson, AZ		
Customer Services 791-3171	Commercial Services 791-3171	Landfil Information 791-5085
Pima County Information 740-6650	Public Works Department Landfill Information 740-4014	

WATER

Tucson Water Department - Provides water service to most City residents and a large number of other area communities. To visit Tucson Water's Web Site, [click here](#).

<u>Tucson Water Department</u> 310 W Alameda Tucson, AZ 85701		
Customer Services 791-3242	Emergency / After Hours 791-4133	General Information 791-4331

Metro Water provides water service primarily in the northwest metropolitan Tucson area.

[Metro Water District](#)
6265 N. La Canada
Tucson, AZ 85704

General Information
520-575-8100

ELECTRICITY

Tucson Electric Power Company - TEP provides electrical service to most area residences and businesses. Its Customer Service Office is open 7:30 am - 6:00 pm (M-F).

[Tucson Electric Power Co.](#)
220 W 6th St
Tucson, AZ

Customer Service
623-7711

Outages/Storm Damage
623-7711

Other Emergencies
623-3451

NATURAL GAS

Southwest Gas Corporation - Southwest Gas provides natural gas service to most area residences and businesses. Its Customer Service Office is open 8:00 am - 5:00 pm (M-F).

[Southwest Gas Corporation](#)
3401 E. Gas Road
Tucson, AZ 85714

Customer Service
889-1888

Gas Leak/
Emergency
746-1076

General Offices
889-5600

Police Non Emergency – 520-791-4444

Fire Non Emergency – 520-791-4512

Red Cross – 520-318-6740

Local Police: _____911_____ FBI: _____602-279-5511_____

County Police: _____520-882-7463_____ Local Fire: _____911_____

State Police: _____602-223-2000_____ ATF: _____520-770-5100_____

Floor Plan Building A

Floor Plan Building B

Floor Plan Building C

Floor Plan Building A Expansion

CRISIS MANAGEMENT TEAM & GROUPS

Primary Crisis Management Team (duties located on pages 4 & 5)

Name	Role	Number(s)
Tim Bush, Campus Pres.	CMT Director	520-319-3301
Greg Sager	CMT Coordinator	520-319-3333
Anthony J. Offret	CMT Assistant Coordinator	520-319-3305
Terry Towne	Building A Site Coordinator	520-319-3326
Diane Webb	Building A Site Coordinator Assistant	520-319-3309
Russ Zarkou	Building B Site Coordinator	520-319-3345
Diane Anderson	Learning Site Coordinator	520-321-3241
Mike O'Donnell	Building C Site Coordinator	520-319-3337
Frank Maish	Member	520-319-3312
Karma Owens	Member	520-319-3318/619-855-6005
Kris Johnson	Member	520-319-3319/520-850-7556

Command Post Response Team (duties located on page 5)

Name	Role	Number(s)
Tim Bush	On Site Head	520-319-3301
Deb Thibodeaux GVP R3 BMC	Off Site Head	602-383-1950/623-243-0709
Dyanne Van Zandt	Member	520-319-3311
Teresa Michael	Member	520-319-3331
Valerie Holguin	Member	520-319-3332

Facilities & IT Management Team (duties located on pages 5 & 6)

Name	Role	Number(s)
Valerie O'Brien	On Site Head	520-319-3333/520-260-9405
Quincey Hobbs	On Site Assistant	520-319-3327
Drew Smith RVP IT BMC	Off Site Head IT	513-830-2050 813-357-9020
Brandon Jones AVP Real Estate BMC	Off Site Head Facilities	412-995-7235 480-297-4688
Mark Guerriero Risk Manager, EDMC	Off Site Head Insurance	412-995-7270
Adrian Whitney	Member	520-319-3365
Steve Davis	Member	520-319-3362
Vince Sanchez	Member	520-319-9839

Public Relations (duties located on page 5)

Name	Role	Number(s)
Holly Helscher	On Site Head	520-319-3301/520-269-1762
Michelle Glazer	On Site Assistant	520-319-3325
Steve Dobbins	Off Site Head	513-830-2005/513-310-7498
Jackie Muller/VP of PR	Off Site Assistant	412-995-7262
Karma Owens	Member	520-319-3318/619-855-6005
Courtney Davis	Member	520-319-3357
Teresa Michael	Member	520-319-3331
Frank Maish	Member	520-319-3312
David Mendez	Member	520-339-3300

Academic Affairs Response Team (duties located on page 6)

Name	Role	Number(s)
Annie Kravitz	On Site Head	520-319-3352
Lori Ebert	Off Site Head	602-383-1951/623-293-1075
Gaby Valdez	Member	520-319-3346
Lynn Gover	Member	520-319-3300
Ken Buckholtz	Member	520-319-3387
Sylvia Salaswat	Member	520-319-3330

Human Resources Response Team (duties located on page 6)

Name	Role	Number(s)
Liliana Bujanda	On Site Head	520-319-3322
Mary Graessle	Off Site Head	513-830-2006/513-889-6798
Dondi Kuennen	Off Site Co-Head	513-830-2041/859-992-7706
Dorothy Hemmo	Member	520-319-3310
Holly Helscher	Advisory consultant	520-319-3301 520-269-1762

Accounting Response Team (duties located on page 6)

Name	Role	Number(s)
Terry Towne	On Site Head	520-319-3326
Kris Johnson	On Site Assistant	520-319-3319/520-850-7556
Sara Ziegler	Off Site Head	513-830-2004/859-630-0963
Connie Adelman	Off Site Assistant	513-830-2012/574-229-4548
Evelyn Loya	Member	520-319-3320
Amanda Mendoza	Member	520-319-3358

Legal Response Team (duties located on page 6)

Name	Role	Number(s)
Holly Helscher	On Site Head	520-319-3301/520-269-1762
Russ Zarkou	On Site Assistant	520-319-3345
Robert Kelley	Off Site Head	412-995-7826/412-215-4933
Tony Butler	Member	520-319-3382

Campus & Student Concerns Response Team (duties located on page 6)

Name	Role	Number(s)
Danielle Fochs	On Site Head	520-319-3329
Valerie Schull	On Site Assistant	520-319-3303
Michelle Toney	Off Site Head	513-830-2000
Stephanie Bryant	Off Site Assistant	513-830-2042/513-429-9907
Angela LeCount	Member	520-319-3381
Robertta Raines	Member	520-319-3328
Jeff Mace	Member	520-319-3315
Devra McPhee	Member	520-319-3338
Michele Adams	Member	520-319-3354
Rocky Garcia	Member	520-319-3353

Notification & Comfort Response Team (duties located on pages 6 & 7)

Name	Role	Number(s)
CD George	On Site Head	520-319-3300
Carol Ann Jenkins	On Site Assistant	520-319-3300
Michelle Toney	Off Site Head	513-830-2000
Joni Edwards	Member	520-319-3300
Cheryl Kuykendall	Member	520-319-3366
Adriana Tovar	Member	520-319-3367
Harold McCadden	Member	520-319-3334

Vital Human Services Response Team (duties located on page 7)

Name	Role	Number(s)
Leann Williams	On Site Head	520-319-3321
Jeanine Olson	On Site Assistant	520-319-3335
Cindy Hahn	On Site Co-Assistant	520-319-3359
Susan Coon	Member	520-319-3313
Lisa Blue	Member	520-319-3360
Kyle Fjerstad	Member	520-319-3383
Dave Fruchtman	Member	520-319-3304
Joe Brown	Member	520-319-3385
Rhiannon Ledinsky	Member	520-319-3300

BMCTU Crisis Management Plan – 2010
Crisis Team Contact Information
Appendix E

Education Management Corporation Employee Injury Reporting Form

Institution: _____ Date of Injury/Accident: _____

EMPLOYEE INFORMATION:

Employee Name: _____ Social Security #: _____

Home Address: _____ Phone: _____

Male Female Married Single Date of Birth: _____ Date of Hire: _____

Job Title: _____ Full-Time Part Time
If Part-time, hours per week: _____

INJURY/ACCIDENT INFORMATION:

Where did the accident occur? (*Be Specific*) _____

What was the employee doing at time of accident? _____

What caused the accident? _____

What type of injury occurred and what body parts were affected? _____

Did injury result from an unsafe act or from an unsafe condition? Yes No

If Yes, Explain: _____

Was medical treatment necessary? Yes No If Yes, Where? _____

Time Employee Began Work: _____ Time of Injury/Accident: _____

Was or will there be any lost work time? Yes No If yes, how many days? _____

Date injury/accident reported to supervisor: _____

Witnesses:

Name: _____ Phone #: _____
Name: _____ Phone #: _____

Reported By:

Name: _____

Phone #: _____

REPORT ALL EMPLOYEE ACCIDENTS OR INJURIES IMMEDIATELY

Non-injury incident form follows

INCIDENT REPORT

Campus: _____ **Date of Incident:** _____



Person Involved: _____



Time & Place of Incident: _____



Witnesses and/or Others Involved: _____



Nature and Extent of Injury:

Details of Incident: _____

Additional Comments: _____



Injured Person Sign & Date

Supervisor Sign & Date

Emergency Notification System (ENS) for Brown Mackie College.

This ENS allows Steve Dobbins as the ENS Administrator for Brown Mackie Colleges to immediately notify our students, faculty, staff, and other publics on our National Home Page and on Local Campus Websites of an emergency situation on campus. Emergency situations can include:

- campus closing due to weather conditions
- civil disturbance
- earthquake
- gas leak
- power outage
- fire/smoke
- pipe burst and more

The ENS can be accessed outside of the EDMC server, so the ENS Administrator can activate the system from anywhere that there is an Internet connection. Prior to notifying me of an emergency situation, complete and submit the attached ENS Campus Submission Form.

Please share this information with other colleagues. In the meantime, if there is an emergency situation on your campus, please call and if possible e-mail Steve Dobbins at:

Cell: (513) 310-7498

E-mail: stdobbins@brownmackie.edu.

In his absence, please contact Jacki Muller at:

Phone: (412) 995-7263

Cell: (412) 606-9244

E-mail: jpmuller@edmc.edu

**EMERGENCY NOTIFICATION SYSTEM
CAMPUS SUBMISSION FORM**

Emergency Date: _____

Campus: BMC – _____

President: _____

President's Designee (if applicable): _____

Contact Phone Number: _____

School Information Phone Number: _____

Emergency Type: _____

Examples:

- ✓ classes delayed because of weather conditions
- ✓ campus closing due to weather conditions
- ✓ civil disturbance
- ✓ earthquake
- ✓ gas leak
- ✓ power outage
- ✓ fire/smoke
- ✓ pipe burst
- ✓ other (please specify)

Are day classes cancelled? ___Yes ___No

What time will classes resume? _____

Are evening classes cancelled? ___Yes ___No

What time will classes resume? _____

Will staff report for work? ___Yes ___No; If yes, what time? _____

GVP Notified? ___Yes ___No

E-mail completed form to Steve Dobbins, stdobbins@brownmackie.edu and telephone him at (513) 310-7498 to inform him of the emergency situation.

In his absence, e-mail completed form to Jacki Muller, jpmuller@edmc.edu and telephone her at (412) 606-9244 to inform her of the emergency situation.

AUTHORIZATION TO RELEASE INFORMATION

**Student Consent for Education Records to be Released to Parent(s),
Legal Guardian(s), Other Tuition Provider(s), or Other Indicated Individual(s):**

Student's Name:

BMCTU ID#:

60040

PLEASE READ:

In accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA), the undersigned student hereby permits Brown Mackie College Tucson and its representatives at Education Management Corporation to disclose the information specified below to the following individual(s) or agency(ies) (include name and address)___

_____.

This consent shall be valid throughout the student's enrollment at Brown Mackie College Tucson and thereafter but may be modified or rescinded in writing by the student. The undersigned parent(s), legal guardian(s), tuition provider(s), or other indicated individual(s) agree that they shall not disclose the specified information to third parties without the student's authorization.

INFORMATION TO BE RELEASED:

The following information from my records at Brown Mackie College Tucson may be released to the above-specified persons:

- Grades and academic standing
- Academic information of any kind
- Discipline records
- Tuition and fee status
- Other, please specify:
- All records or information

I have read and understand the contents of this consent form pertaining to the Family Educational Rights and Privacy Act of 1974.

Student's Signature:

Date:

Parent's / Legal Guardian's Signature:

Date:

HEAT ILLNESS PREVENTION PLAN

PROVISION OF WATER

Water is a key preventive measure to minimize the risk of heat related illnesses.

Employees and students are provided access to drinking water via water fountains. In excessively high heat, employees are encouraged to drink water in the quantity of one quart or more per hour. The frequent drinking of water is encouraged.

To encourage frequent drinking of potable water, the following steps will be taken:

- Staff will provide frequent reminders to employees to drink frequently, and more water breaks will be provided.
- Faculty will provide frequent reminders to students to drink frequently, and more water breaks may be provided.
- Every morning there will be reminders to staff and students about the importance of frequent consumption of water throughout the day.
- Other _____

ACCESS TO SHADE

Access to rest and shade or other cooling measures are important preventive steps to minimize the risk of heat related illnesses.

Employees or students suffering from heat illness or believing a preventative recovery period is needed, shall be provided access to an area with air conditioning or shade that is either open to the air or provided with ventilation or cooling for a period of no less than five minutes. Such access to shade or cooling shall be permitted at all times.

To ensure access to cooling/shade at all time, the following steps will be taken:

- College will set-up an adequate number of; umbrellas, canopies or other portable devices.
- Classrooms and work spaces are air conditioned. To ensure appropriate levels of air conditioning, only the Facilities Manager or her designee should adjust temperature controls.
- Other _____

To ensure that employees have access to a preventative recovery period, the following steps will be taken:

- Staff and faculty will reminder employees and students about the about the importance of rest breaks and the location of shade, particularly if work is outside or if school events are outside.
 - Other _____
-

TRAINING

Training is critical to help reduce the risk of heat related illnesses and to assist with obtaining emergency assistance without delay.

At the beginning of the summer season, employees will be trained or retrained in the following topics (all supervisory and non-supervisory employees)

- The environmental and personal risk factors for heat illness;
- The College's procedures for complying with the requirements of this standard;
- The importance of frequent consumption of small quantities of water, up to 4 cups per hour, when the environment is hot and students and employees are likely to be sweating more than usual;
- The importance of acclimatization;
- The different types of heat illness and the common signs and symptoms of heat illness;
- The importance to students and employees of immediately reporting to faculty or supervisors symptoms or signs of heat illness in themselves, or in others.
- The College's procedures for responding to symptoms of possible heat illness, including how emergency medical services will be provided should they become necessary;
- The College's procedures for contacting emergency medical services, and if necessary, for transporting students or employees to a point where they can be reached by an emergency medical service provider.
- The College's procedures for ensuring that, in the event of an emergency, clear and precise directions to the school can be provided as needed to emergency responders.

Supervisor/faculty training: prior to assignment to supervision of employees or instructing students in the classroom, training on the following topics shall be provided:

- The information required to be provided by section above
- The procedures the faculty/supervisor is to follow to implement the applicable provisions in this section.
- The procedures the faculty/supervisor is to follow when a student or employee exhibits symptoms consistent with possible heat illness, including emergency response procedures.

To ensure employees are trained, the following steps will be taken:

- All employees will receive heat illness prevention training prior to working, especially if working or conducting student events outdoors. Especially all newly hired employees.
 - Other _____
-

From the Centers for Disease Control – H1N1 Information

About 2009 H1N1 flu

- Flu germs are spread from person to person
- 2009 H1N1 flu may be more serious for some
- Know the signs and symptoms of flu
- Make a separate sick room, if you can
- Tips to prevent fluid loss (dehydration)
- Medicine safety
- About fever
- About coughs
- Treat other flu symptoms

About 2009 H1N1 flu

Many people may become sick with 2009 H1N1 flu

- This flu season, many people may get sick with 2009 H1N1 flu, as well as with seasonal flu. The first cases of 2009 H1N1 flu were reported in the spring of 2009. Since the virus is new, most people are not immune to it. That means many more people may become sick than usual this flu season.
- The word “flu” is short for “influenza.” They mean the same thing.

5 steps to take if you get 2009 H1N1 or seasonal flu

- Stay at home and rest.
- Avoid close contact with well people in your house so you won't make them sick.
- Drink plenty of water and other clear liquids to prevent fluid loss (dehydration).
- Treat fever and cough with medicines you can buy at the store.

If you get very sick or are pregnant or have a medical condition that puts you at higher risk of flu complications (like asthma...), call your doctor. You might need antiviral medicine to treat flu.

Flu germs are spread from person to person

- The flu is thought to spread mostly from person to person through coughs and sneezes of people who are sick with the flu.
- Flu viruses may also survive for a few hours on surfaces such as doorknobs, phones, and cups.
- You may also get the flu if you touch these surfaces and then touch your eyes, mouth, or nose before washing your hands.

How to keep yourself and others healthy during flu season

- Talk to your doctor about whether you need both seasonal and H1N1 flu vaccines.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze.
- If soap and water are not available, use an alcohol-based hand rub.
- Stay away from sick people as much as possible.

2009 H1N1 flu may be more serious for some

Most people have been able to recover at home from 2009 H1N1 and seasonal flu without needing medical care.

However, the flu can be more serious for some people.

People at High Risk for Developing Flu-Related Complications

- Children younger than 5, but especially children younger than 2 years old
- Adults 65 years of age and older
- Pregnant women
- People who have medical conditions including:
 - Asthma
 - Neurological and neurodevelopmental conditions [including disorders of the brain, spinal cord, peripheral nerve, and muscle such as cerebral palsy, epilepsy (seizure disorders), stroke, intellectual disability (mental retardation), moderate to severe developmental delay, muscular dystrophy, or spinal cord injury].
 - Chronic lung disease (such as chronic obstructive pulmonary disease [COPD] and cystic fibrosis)
 - Heart disease (such as congenital heart disease, congestive heart failure and coronary artery disease)
 - Blood disorders (such as sickle cell disease)
 - Endocrine disorders (such as diabetes mellitus)
 - Kidney disorders
 - Liver disorders
 - Metabolic disorders (such as inherited metabolic disorders and mitochondrial disorders)
- Weakened immune system due to disease or medication (such as people with HIV or AIDs, or cancer, or those on chronic steroids)
 - People younger than 19 years of age who are receiving long-term aspirin therapy

If you have flu symptoms and are also in one of the above groups, call the doctor. Your doctor may prescribe medicines that can make your illness milder and make you feel better faster. They may also prevent serious flu complications.

Know the emergency warning signs

There are “emergency warning signs” that should signal anyone to seek medical care urgently. **Seek care if the sick person has ANY of the signs below.**

In adults, emergency warning signs that need urgent medical attention include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting (vomiting that goes on)

In children, emergency warning signs that need urgent medical attention include:

- Fast breathing or working hard to breathe
- Bluish skin color
- Not drinking enough fluids
- Not waking up or not interacting
- Being so irritable that the child does not want to be held
- Flu-like symptoms that improve but then return with fever and worse cough
- Fever with a rash
- Being unable to eat
- Having no tears when crying

In addition to the signs above, get medical help right away for any infant who has any of these signs:

- Being unable to eat
- Has trouble breathing
- Having no tears when crying

Make a separate sick room, if you can

Keeping the person with flu in a separate sick room can help keep others in the family from getting the flu.

Take these steps to create a separate sick room:

- Try to give the sick person their own room. If there is more than one sick person, they can share the sick room if needed.
- If you have more than one bathroom, have sick people use one bathroom and well people use the other one.
- Give each sick person their own drinking glass, washcloth, and towel.

Have these items in the sick room

- Tissues
- Trash can with lid and lined with a plastic trash bag
- Alcohol-based hand rub
- Cooler or pitcher with ice and drinks
- Cup with straw or squeeze bottle to help with drinking
- Thermometer
- Humidifier (A machine that puts tiny drops of water into the air. This extra moisture can make it easier for the sick person to breathe.)
- Facemasks (Sick people should wear a facemask if available when they leave the sick room or are around other people.)

About medicines in the sick room

- Store all medicines out of reach of children. If you have no young children in the home, place medicines for adults in the sick room.
- Write down medicine dose and when doses are needed.

Follow the sick room rules

Protect well family members from getting the flu. If the sick person must leave the room to go to the bathroom or to a doctor's visit, ask them to wear a facemask. No facemask at home? Ask the sick person to use a tissue to cover coughs and sneezes.

Follow these 4 sick room rules:

Avoid having other people enter the sick room.

The sick person should not have visitors other than the caregiver. If visitors must enter, they should stay at least 6 feet away from the sick person.

Cover coughs and sneezes.

Ask the sick person to cover their nose and mouth with a tissue when they cough and sneeze. Ask them to throw used tissues in the trash.

Choose one caregiver.

If you can, choose only one caregiver to take care of sick family members. If possible, ask someone else to be the caregiver if you are pregnant or have certain chronic health problems. If you get the flu, it could be much more serious for you.

Keep the air clean.

Open a window in the sick room, if possible, or use a fan to keep fresh air flowing.

How to clean the sick room

You'll want to clean the sick room each day. Follow these tips:

Cleaning hard surfaces

Clean surfaces that may have flu germs on them. These may include doorknobs, bedside tables, bathroom sinks, toilets, counters, phones, and toys. Clean these hard surfaces by using water and dish soap. Or use common household cleaners that kill germs.

Cleaning bed linens and laundry

- Wash bed sheets and towels with normal laundry soap and tumble dry on a hot dryer setting. Hold all dirty laundry away from your face and body. Wash your hands right after touching dirty laundry.
- It's OK to wash the sick person's bedding or clothes with other people's laundry.

Cleaning dishes

Wash the sick person's dishes with normal dish soap or place in the dishwasher.

Tips for caregivers

When caring for people who have the flu:

- Avoid being face to face with the sick person. If possible, it is best to spend the least amount of time in close contact with a sick person.
- When holding sick children, place their chin on your shoulder so they will not cough in your face.
- Wash your hands often and the right way. Sing the "Happy Birthday" song two times or count slowly to 20 as you wash.
- If soap and water are not available, use an alcohol-based hand rub.
- Make sure to wash your hands after touching the sick person. Wash after handling their tissues or laundry.

Tips to prevent fluid loss (dehydration)

Give plenty of liquids at the first sign of flu. Sick people with the flu need to drink extra fluids to keep from getting dehydrated. Mild fluid loss can most often be treated at home. Yet, severe dehydration is VERY serious and must be treated in the hospital.

Tips to prevent dehydration

- Continue to nurse or bottle feed your baby. Babies get all the fluid they need from breastfeeding or formula. If your baby refuses to breastfeed or take formula from the bottle, call the doctor. Your doctor may recommend you give your child a special drink like Pedialyte®, which is meant to prevent dehydration.
- If the sick person is not eating well, encourage them to drink liquids. Avoid alcohol or drinks with caffeine in them such as colas, tea, and coffee.
- Older adults and people with kidney problems should check with their doctor about safe amounts of liquid to drink when sick.
- Offer clear fluids such as water, broth, or sports drinks.
- Use a squeeze bottle or a straw for people too weak to drink from a cup. Or offer ice chips or frozen ice pops to suck on.

Check for fluid loss

Use this list to check for dehydration:

- Make sure babies have wet diapers. Check that wet diapers are as frequent and heavy as normal.
- Look for tears when the baby or toddler is crying.
- Check to see how wet the child's mouth is. The inside of the mouth should be wet. Wash your hands after you do this.
- Check to see that children, teens, and adults are making frequent trips to the bathroom to urinate.
- Check the urine color. Clear or light yellow-colored urine means the person is getting enough fluid. Dark yellow urine signals the person is dehydrated.

When to get medical help for fluid loss

While anyone can become dehydrated, infants, children, and older adults are at greatest risk of getting dehydrated. Also, pregnant women will want to make sure they are getting enough fluids.

When to call the doctor to ask for advice

Call right away if you or your child has any of these symptoms of dehydration:

Signs of dehydration in infants and toddlers:

- Sunken soft spot on top of your infant's head
- Diarrhea or vomiting in infants 2 months or younger
- The baby seems much less active or more irritable than normal
- Fewer tears when crying or not making tears

Signs of dehydration in children and adults:

- Not making tears
- Less than normal amount of urine. In babies you may see fewer wet diapers or diapers that weigh less than normal
- Skin that is dry and takes long to go back to position when pinched
- Dry mouth or dry eyes
- Fast-beating heart
- Blood in the stool or blood in vomit
- The child has had a fever for 12 or more hours and also is not able to drink fluids, throwing up or having diarrhea
- The child may be cranky or irritable, hard to wake up, have little energy, appear "rag doll weak."

Medicine safety

Take the right amount of medicine

Read labels to make sure you are taking the dose listed on the label. Call your doctor or pharmacist if you have questions. Watch that you don't go over the daily limit (maximum dose) for certain medicines.

Never give aspirin to children age 18 or under if they have the flu.

Don't drink alcohol and take medicine

Some medicine labels say, "Do not mix with alcohol" or "Avoid using with alcohol." Many prescription and over-the-counter medicines can be dangerous or deadly when mixed with beer, wine, or liquor of any kind.

Talk to your doctor if you are pregnant

If you are pregnant or think you might be pregnant, make sure you talk to your doctor before taking **any** medicines.

Medicine safety and children

About medicines for children

- Store all medicines out of reach of children. Place them in a locked cabinet where children can't reach them.
- Buy pain and fever medicines that say "**children's**" on the label. Also, look for the words "acetaminophen" or "ibuprofen" on the label.
- Call the doctor if your child is very small or very large for his or her age so you will be sure to give the right amount of medicine. The dose you give your child depends on the child's age and weight.
- Use a special medicine spoon, dropper, or the cap that came with the medicine. Wash the cap, dropper, or spoon with soap and water after each use.
- Don't give cough or cold medicines to children younger than 4 years of age.

Warning

Think your child age 18 or younger might have the flu?

Never give them aspirin or products with aspirin in them. Check **all** medicine labels to make sure they do not contain aspirin, also called salicylate. Although it mostly affects people age 18 or younger, Reye's Syndrome can strike anyone who takes aspirin products when they have the flu. Reye's Syndrome is a rare, serious illness that can affect the blood, liver, and brain of someone who has recently had a flu virus. This illness can cause confusion, seizures, or coma. Talk to your child's doctor about signs and symptoms of Reye's Syndrome.

About fever

Bringing down a fever will make the person feel better and help patients rest.

Treating a fever without medicine

- Put a cool, damp washcloth on their forehead.
- Wash their arms and body with a cool cloth.
- Give the person a slightly warm bath.

Treating a high fever with medicine

- Look for the ingredients "acetaminophen" or "ibuprofen" on labels.

- These medicines may take 30 to 45 minutes to start working. They may not bring fevers down to normal temperature.

When a fever causes a seizure

A seizure makes you have jerky spasms and can also make you pass out. In rare cases, a fever can bring on a seizure, called a “febrile seizure.” Seizures brought on by fever are more common in young children. Call the doctor or get medical help for seizures.

Any child younger than 3 months who has a fever should see a doctor.

About coughs

Coughing can help clear out mucous and congestion from your lungs. Yet, dry coughs when there is no mucous can make your airways, throat, or chest sore. Treating a dry cough can stop this sore feeling and also help you get rest.

Treating a dry cough

- Ask the pharmacist about which cough medicines are best to treat a dry cough. Do not give children younger than 4 years of age cough or cold medicines.
- Set up a humidifier. That’s a machine that puts tiny drops of water (moisture) into the air. This extra moisture can make it easier for the sick person to breathe.
- Offer **adults** a cough drop or hard candy to soothe their throat and lessen the urge to cough.

Treat other flu symptoms

Treating sore throat

Offer the person:

- Acetaminophen or ibuprofen for the pain
- Ice chips or frozen ice pops to numb the throat and get fluids into the body
- **Some people find gargling with salt water helps soothe a sore throat.**
- Mix 1 cup of warm water with 1 teaspoon of salt.
- Gargle and then spit out.

Treating chills, aches, and pain

Offer the person:

- A light blanket for chills
- Acetaminophen or ibuprofen for aches and pain. Make sure to read the label for the right amount.

Treat other flu symptoms

Treating congestion

The flu can cause the body to make more mucous. The nose, sinuses, ears, and chest can get stuffy.

This congestion can cause pain.

Offer the person:

- Acetaminophen or ibuprofen for the pain
- Decongestants (Talk to your pharmacist about the kind you should buy. Do not give cough or cold medicine to children younger than 4 years of age.)
- A humidifier. That's a machine that puts tiny drops of water (moisture) into the air. This extra moisture can make it easier for the sick person to breathe.
- A warm washcloth on the face to ease sinus pain

Treating stomach problems

People with the flu may have stomach pain. They may even throw up or have loose stools (diarrhea). Anyone with severe stomach pain should call the doctor.

Offer the person:

- Plain foods that are easy on the stomach
- Clear liquids to drink
- Medicines to help adults treat loose stools.

Will you know what to do if someone in your house gets the flu?

Read this booklet to learn how to care for someone with 2009 H1N1 flu (sometimes called swine flu) or seasonal flu. This flu season could be worse than most flu seasons with more people than usual getting sick. Hospitals and clinics may be much busier than normal. The good news is that most people with flu will be able to be cared for at home and will feel better in about a week.

Read this booklet to learn what you can do to help your family this flu season.

To learn more, visit

www.cdc.gov or www.flu.gov

Or, call **1-800-CDC-INFO (1-800-232-4636)**

Services in English and Spanish, 24 hours a day.

**Preparing for the 2009/2010 Flu Season:
A Playbook for EDMC Schools**

The purpose of “Preparing for the 2009/2010 Flu Season: A Playbook for EDMC Schools” is to provide basic information and resources to help school leadership implement recommendations consistent with guidance issued by EDMC and the Centers for Disease Control and Prevention (CDC) for the 2009-2010 School Year.

The playbook includes:

1. Questions and Answers about EDMC and CDC Guidance

- _ General Flu Q & A..... Page 4
- _ Flu Prevention Q & A..... Page 10
- _ Flu Response Q & A..... Page 13

2. Checklists

- _ Required Action Checklist..... Page 16
- _ School Preparation Checklist Page 18
- _ Student Preparation Checklist..... Page 19
- _ Steps to Follow if Flu Suspected..... Page 20
- _ Flu Preparation Checklist..... Page 21
- _ Media Response Checklist..... Page 22

3. Posters about Flu Prevention..... Page 23

4. Template Letters (or E-mails)

- _ During Current Flu Conditions..... Page 24
- _ Keeping Campus/Location Healthy..... Page 25
- _ Reminder: Roles and Responsibilities... Page 26
- _ During More Severe Flu Conditions..... Page 28

Contact the EDMC H1N1 Action Committee

Visit the [H1N1 Information and Resources team site](https://teamwork.edmc.edu/projects/H1N1/default.aspx) (<https://teamwork.edmc.edu/projects/H1N1/default.aspx>) and create an entry in the “H1N1/Flu Communication Center.”

Note: Site membership is required for access. If not currently a member, simply access the URL. An “Access Denied” screen appears. Click the “Request Access” link and follow the instructions.

Contact Holly Helscher at 520-319-3301 or 520-269-1762 for access information. In her absence, contact Henry Seifried at 412-995-7645 for next steps if you suspect H1N1 contamination.