Emergency Response Plan
Message from the CEO

The need to have in place an effective and ready-to-mobilize plan to prepare for, respond to and recover from potential disrupting events on our campuses is obvious. It is certainly in the best interest of our students, our employees, our communities and our shareholders that each campus be capable of managing any situation that impedes our primary mission – helping students transform their lives by teaching skills that enable them to become successful in their chosen field.

ECA is committed to protecting the welfare of all of its stakeholders and the people, property and intellectual assets of our facilities. For this reason, the leadership team has created an Emergency Response Plan for each campus. Executing this plan with the active participation of campus faculty and staff members should help mitigate the impact of an emergency and return the campus back to normal operations in as short a period of time as possible.

This can only be possible if we are all working together in an organized fashion. To facilitate this objective, the plan identifies specific teams, the makeup of each team, and their functions in the event of an emergency. Orchestrating the efforts of the teams is the responsibility of the Campus President in conjunction with the campus community and ECA corporate resources.

Emergency response plans are only as good as its capability to be properly executed. Therefore I ask that all members of the faculty and staff become familiar with the Emergency Response Plan and evacuation maps for your campus. Know what needs to be done when an emergency situation occurs and who to call. Know your campus’ evacuation procedures. Understand the operation of your facility’s fire and life safety systems, and know where fire alarms are located and where to assemble so all can be accounted for in the event of an evacuation.

And most importantly, understand your role in supporting and executing the plan. Whether it is in the preparation, the response, or in the recovery phase, knowing what actions you specifically should take and how your actions will positively impact the response and recovery is critical to the safety commitment we have made to our students, our employees, and the communities we serve.

There is one final comment I would like to make – be sure you test and practice the plan. Regular drills on severe weather / fire / lockdown / earthquake procedures will help students and staff react calmly and quickly. Most emergency response and recovery plans are quite thorough. But the reason that so many are unsuccessful when an emergency actually occurs is that the plan has not been tested and modified based on the test results. My expectation is the each campus will test their plan annually. So take the drills seriously. Exercise the plan and suggest improvements where there appear to be gaps. Be prepared – for you, for your students, for your colleagues.

Thank You

Tom Moore
CEO
Education Corporation of America
# Table of Contents

I. Plan Overview ................................................................. 6  
   a. Introduction to Emergency Response Planning .................. 6  
   b. Purpose of the Emergency Response Plan ................... 7  
   c. Plan Development and Maintenance .......................... 8  
   d. Responsibility ....................................................... 8  
   e. Test Schedule ....................................................... 8  
   f. Emergency Declaration and Response ...................... 8  
   g. Emergency Communication .................................... 9  
   h. Release of Information to the Public .................... 9  

II. Emergency Response Procedures .................................. 10  
   a. Natural Disaster ....................................................... 10  
      1. Pre-Emergency Planning Actions ............................ 10  
      2. Tornado Alert or Warning .................................... 10  
      3. Approaching Thunderstorm .................................. 11  
      4. Fast Developing Storms ...................................... 11  
      5. Approaching Hurricane ...................................... 11  
      6. After the Natural Disaster ................................. 12  
   b. Fire ........................................................................ 13  
      1. Pre-Emergency Planning Actions ......................... 13  
      2. If Fire Alarm Activates ....................................... 13  
      3. Evacuation: ........................................................ 14  
      4. If Fire or Smoke Is Detected ............................... 14  
      5. If Trained and it is Safe to Attempt – Use a Fire Extinguisher 15  
      6. If Your Clothing is on Fire ................................. 15  
      7. If you are trapped in a Room .............................. 15  
      8. After the Fire ..................................................... 16  
   c. Earthquakes ............................................................... 17  
      1. Overview ............................................................ 17  
      2. Pre-Emergency Planning Actions ......................... 17  
      3. Earthquake Procedures ....................................... 18  
      4. Evacuation ........................................................ 19  
      5. Aftershocks ....................................................... 19  
      6. After An Earthquake .......................................... 19  
   d. Hazardous Material .................................................... 21  
      1. Overview ............................................................ 21  
      2. Pre-Emergency Planning Actions ......................... 21  
      3. If You Observe a Chemical Leak or Spill ............... 21  
      4. If a Hazardous Material Emergency Exists ........... 22  
      5. If Persons Have Been in Physical Contact with Hazardous Material 22  
      6. After an Incident with Hazardous Material .......... 22  
   e. Medical Emergency ................................................... 23  
      1. Overview ............................................................ 23  
      2. Pre-Emergency Planning Actions ......................... 23
3. Injury or Illness ........................................................................................................ 23
4. After a Medical Emergency .................................................................................. 23
f. Suspicious Mail or Objects .................................................................................. 25
   1. Overview ........................................................................................................... 25
   2. Pre-Emergency Planning Actions .................................................................... 25
   3. If Suspicious Mail, Package, or Object Is Discovered ..................................... 25
   4. If a Suspicious Item is Opened and an Unidentified Substance is Found ....... 26
   5. After a Suspicious Item Incident or Substance is Found ............................... 26
g. Bomb Threat ....................................................................................................... 27
   1. Overview ........................................................................................................... 27
   2. Responsibility .................................................................................................... 27
   3. Pre-Emergency Planning Actions .................................................................... 27
   4. Questions to Ask the Caller – See Bomb Threat Checklist ............................. 28
   5. Items to Take Note Of During Call .................................................................. 28
   6. Following the call, or If Threat Comes from Other Means .............................. 28
   7. Evacuation ........................................................................................................ 29
   8. After A Bomb Threat ....................................................................................... 29
   9. Bomb Threat Checklist .................................................................................... 31
h. Workplace Violence / Lockdown ......................................................................... 32
   1. Overview ........................................................................................................... 32
   2. Pre-Emergency Planning Actions .................................................................... 32
   3. Response to Active Shooter or Criminal Act .................................................. 32
   4. Shooter Confrontation ...................................................................................... 33
   5. If Confronted by a Hostile Person .................................................................... 34
   6. Avoid Exacerbating Behaviors ......................................................................... 34
   7. If Someone Becomes Agitated ......................................................................... 34
   8. Violence – Criminal Acts ................................................................................ 35
   9. After Work Place Violence Acts ...................................................................... 35
i. System Failure ...................................................................................................... 36
   1. Pre-Emergency Planning Actions .................................................................... 36
   2. Electrical Emergencies ..................................................................................... 37
   3. Water System Failure or Flooding ................................................................... 37
   4. If Trapped in an Elevator .................................................................................. 37
   5. After System Failures ....................................................................................... 38
j. Animal Incident .................................................................................................... 39
   1. Pre-Emergency Planning Actions .................................................................... 39
   2. Unknown Animal in the Campus Facility ....................................................... 39
   3. Unknown Animal around the Campus Area .................................................... 39
   4. After Animal Incidents .................................................................................... 39

III. Leadership Tree .................................................................................................. 41
IV. Recovery Procedures ........................................................................................... 42
   a. Level I Incident ................................................................................................. 42
   b. Level II Incident ............................................................................................... 42
   c. Level III Incident ............................................................................................. 43
V. Appendix A – Team Descriptions and Responsibilities ....................................... 44
   a. Executive Emergency Management Team ...................................................... 44
1. Role ......................................................................................................................... 44
2. Organization .......................................................................................................... 44
3. Meetings .................................................................................................................. 44
4. Command Site ....................................................................................................... 44
5. Team Duties ............................................................................................................ 44

b. Campus Disaster Preparedness / Recovery Team .................................................... 46
   1. Role ....................................................................................................................... 46
   2. Meetings ............................................................................................................... 46

c. Communications/Public Information Team ............................................................ 48
   1. Role ....................................................................................................................... 48
   2. Organization ........................................................................................................ 48
   3. Command Site ................................................................................................... 48
   4. Meetings ............................................................................................................... 48
   5. Team Duties ......................................................................................................... 48

d. Corporate Insurance Team ...................................................................................... 50
   1. Role ....................................................................................................................... 50
   2. Organization ........................................................................................................ 50
   3. Command Site ................................................................................................... 50
   4. Meetings ............................................................................................................... 50
   5. Team Duties ......................................................................................................... 50

e. IT and Telecommunications Team .......................................................................... 51
   1. Role ....................................................................................................................... 51
   2. Organization ........................................................................................................ 51
   3. Command Site ................................................................................................... 51
   4. Meetings ............................................................................................................... 51
   5. Team Duties ......................................................................................................... 51
I. Plan Overview

a. Introduction to Emergency Response Planning

Planning for emergency responses in the event of an emergency situation at an ECA Campus is a complex process, requiring input and cooperation from multiple stakeholders from the campus, the community and corporate headquarters. Ultimately the responsibility for preparation, response and recovery from any disaster or emergency event that disrupts the business and educational processes of the college resides with the Campus President and his staff and faculty. This document is designed to provide clear direction to this team for coordinating all appropriate actions that lead to the full recovery of campus operations in as short a period as possible.

Use of this document

This plan is intended to provide specific guidelines and actions to:
1. Respond to an emergency event
2. Assess the extent of the emergency
3. Protect and conserve life and property
4. Communicate appropriately to all stakeholders in the event of an emergency
5. Recover all critical business and educational functions to normal operating levels

As such, faculty and staff, and in particular those individuals who are identified as a team member for responding to and recovering from a disaster should become familiar with the contents of this plan. Key contact information should be kept current and personally kept with the team members at all times.

The document also serves as a foundation for training and preparation for many types of emergencies. Emergency response should be an agenda item on a regular basis at staff meetings and the plan document should be used to conduct periodic tests, from which suggested improvements should be made to the administrator of the plan.

The plan is organized in five sections:

- Section I provides general information about the document and covers the design of the plan, including information associated with the overall structure of emergency response planning at ECA.
- Section II provides specific guidelines for the response to emergency situations.
- Section III addresses recovery procedures for the various levels of the incident.
- Section IV details the Leadership Tree. The Campus President serves as the leader of all drills. In the event the Campus President is not on site, refer to the Leadership Tree to determine the leader of the drill.
b. Purpose of the Emergency Response Plan

ECA is a business entity that provides educational services to its students. The students, the faculty and staff, and the shareholders of Education Corporation of America, depend on the ongoing operation of the campus. This plan outlines the procedures to be used on campus in the event of an emergency situation. It defines roles and responsibilities for individuals and teams, communications channels within the college system, headquarters, and the community, and specific guidelines for responding to a variety of emergencies, including vital contact information for both internal and external resources.

At its core, the purpose of the plan is to provide procedures for:

1. Protection of life during and immediately following an emergency
   Preparation and planning for emergency events is critical to minimizing loss of life or injury, which is the primary objective of the plan.

2. Stabilizing the emergency
   A key component of emergency response is to contain the emergency so as to mitigate and/or prevent further injury or damage to people and college assets (i.e. physical property, or intellectual assets). This depends on the quick response by the teams and deployment of internal and external resources. A key element to this is the organization and decision making by the emergency response teams.

3. Emotional and physical well-being during an emergency
   Many emergencies can be devastating both physically and psychologically. Execution of the plan includes meeting vital human services needs of students, faculty and staff. This response aids in a faster return to normal operations.

4. Effective communications throughout an emergency response and recovery
   Communications is a vital element to the success of any plan. This includes not only who initiates the communications, and to whom, but also frequency. Communications must be accurate and timely and follow agreed upon protocols and priorities.

5. Property conservation during a state of emergency
   Recovery is impacted by physical assets needed to conduct business. Just as critical processes are identified, assets necessary to support these processes, including records and documents must be protected or recovered in the early phase of an emergency.

6. Full recovery of business and educational operations
   The ultimate success of the plan is measured in how quickly ECA campuses can return to normal operations.
c. Plan Development and Maintenance

At the direction of the COO of Education Corporation of America, an Emergency Response Plan has been developed for all campus operations. The implementation of the plan is a joint effort involving the Campus President, his/her team and corporate headquarters, and primary responsibility for the plan resides with the campus. Corporate will ensure that there is consistency of the plan for all campuses, and that the appropriate resources are available to execute the plan, such as information systems, supplies, and communications. The Campus President is responsible for the planning, preparation and testing of the plan.

d. Responsibility

The Campus President is responsible for maintaining the plan and updating semiannually the ‘Emergency Contact and Media Information’ form in SharePoint.

Only Campus Presidents and Campus Administrators have the ability to update the ‘Emergency Contact and Media Information’ form in SharePoint. As reviews and tests of the plan are conducted, the Campus President is responsible to ensure that any changes to improve the plan resulting from this activity are documented and disseminated appropriately to headquarters staff.

e. Test Schedule

Testing of the Emergency Response Plan is an essential part of preparedness. Individual components of the plan will be tested via drills conducted on a regular basis. Additional drills may be conducted as determined by the Campus President.

<table>
<thead>
<tr>
<th>Procedure/Process Category</th>
<th>Frequency</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lockdown / Active Threat on Campus Drill</td>
<td>Annually</td>
<td>February</td>
</tr>
<tr>
<td>Severe Weather / Tornado Drill</td>
<td>Every 6 months</td>
<td>March and September</td>
</tr>
<tr>
<td>Earthquake Drill (San Diego only) – Replace Tornado Drill</td>
<td>Every 6 months</td>
<td>March and September</td>
</tr>
<tr>
<td>Fire Drill</td>
<td>Every 6 months</td>
<td>May and November</td>
</tr>
<tr>
<td>Update Emergency Contact Information</td>
<td>Every 6 months</td>
<td>June and December</td>
</tr>
<tr>
<td>SchoolCast Emergency Notification System</td>
<td>Annually</td>
<td>October</td>
</tr>
</tbody>
</table>

f. Emergency Declaration and Response

A crisis situation or state of emergency can be declared by the Campus President, or his or her designee. This declaration will result from some form of notification or indication of an emergency or possible emergency situation.

Notifications can come from various sources within and external to the campus such as campus personnel, commercial radio or television, NOAA/National Weather Service radio, building smoke detection or
sprinkler system, emergency siren, web/internet, private citizens, or the local police and fire department. Several sources should be monitored to assist in determining when emergency situations exist since no one system can cover all circumstances.

When such a state is declared, all or part of the Emergency Response Plan will be activated, depending upon the situation. Campus access will be limited to faculty and staff, registered students, pre-authorized contract services, and emergency personnel, including law enforcement and fire department officials.

g. Emergency Communication
Rapid and timely communication of information to the college public during emergency situations is critical. In addition, accurate and timely communication of information to incident response personnel is required for adequate response to emergency incidents.

is a web-based rapid emergency alert and notification system that enables you to reach students and employees within moments through a variety of current communication methods including: landline, cell phone, and email. For detailed instructions, see SchoolCast Instructions.

SchoolCast communications systems must be tested annually in October. Access to SchoolCast will be at the discretion of the Campus President. These individuals are responsible for distributing their own SchoolCast alerts to inform students and employees of closing or delays due to various emergencies. The Enterprise Security Administrator at the corporate office (205-552-1203) can function as a back up to sending out SchoolCast alerts for campuses.

h. Release of Information to the Public
It is the Policy of ECA to provide all constituents, including the public, with timely and accurate information regarding any emergency situation that occurs on or around the campus.

The Communications/Public Information Team is responsible for directing all meetings and discussions with any media and with the general public during a state of emergency. This team will prepare and/or approve any press releases to the media. In conjunction with the Human Resources and Student Services departments, the team will communicate all pertinent information regarding the status of the emergency to all ECA campuses faculty, staff and students.

Campus staff has the support of Corporate Compliance as needed and requested.

- Compliance email address: Compliance.questions@ecacolleges.com
II. Emergency Response Procedures

a. Natural Disaster

Weather related emergencies can occur at any time of the year. If there is a severe weather warning, ECA campuses may close. Notice of a closing or delayed opening will be communicated to all students, faculty and staff by Local Media and SchoolCast for faculty and staff.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

1. Pre-Emergency Planning Actions

- Conduct a severe weather / tornado drill in March and September. One drill to be performed during the day and the other at night so that all personnel will be properly trained to react.
- Ensure campus has a working Weather Alert Radio.
- Identify a contractor in advance to board up windows and prepare structure for heavy weather (i.e. hurricane.)
- Designate an interior meeting area that is away from doors and windows.
- Utilize a floor plan to divide the campus into geometric zones by establishing quadrants for designated meeting places. The quadrants will be based upon the nearest doors and stairwells.
- Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit. The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
- The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

2. Tornado Alert or Warning

- Determine when to close the campus.
  - Announce to all campus personnel through SchoolCast emergency notification system.
  - Notify TV and Radio News sources regarding campus closings.
- The Campus President serves as the leader of the evacuation. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the leader of the evacuation.
- If a Public Announcement system is utilized, the Campus President will make an announcement “This is a severe weather / tornado alert. Please safely and orderly make your way to the nearest interior designated meeting place.” If no Public Announcement system is available, the Campus President must determine the best means of communication for the drill (bull horn, SchoolCast, word of mouth, etc.)
- Senior Leadership Team Members will direct occupants to the nearest designated interior meeting area and assist anyone needing help. Seek shelter inside the determined meeting area.
The designated meeting area must be in the core of the building away from doors and windows on the lowest floor possible. Reinforced rooms such as bathrooms, closets or other interior spaces are best.

- Protect your head and make yourself as small a target as possible by crouching down.

- Ensure those with special needs are provided the assistance they need to get to the designated interior meeting area. Sweep all offices, workstations, restrooms, break rooms, and copy centers in the predetermined, designated areas within the building as a final check.

- If there is no shelter nearby, lie flat in a ditch or low spot, shielding your head with your hands.
- Do not use elevators because the power may fail, leaving you trapped.
- NEVER seek shelter in a vehicle or under a bridge.

- Once all occupants of the building reach the designated interior meeting area, they are to be seated on the floor with their backs against the wall. Occupants will remain in the designated meeting area until advised that the severe weather / tornado event has passed and it is safe to leave the area they are in.

- Each functional leader should take roll for their specific areas.

- Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus President or primary backup

- The President, Dean or Manager on duty will receive a head count from each Director of Enrollment, Finance Supervisor / Area Director, Campus Administrator, and Program Director.

3. **Approaching Thunderstorm**

- Seek shelter inside the building away from doors and windows
- Use telephones or cell phones only if there is an emergency
- Monitor weather alert radio for worsening conditions

4. **Fast Developing Storms**

- Unplug all unnecessary electrical equipment and appliances, especially sensitive items such as computers and lab equipment
- Store equipment in a designated area away from windows and doors if possible

5. **Approaching Hurricane**

- Determine when to close the campus.
  - Announce to all campus personnel through SchoolCast emergency notification system.
  - Notify TV and Radio News sources regarding campus closings.
- Unplug all unnecessary electrical equipment and appliances, especially sensitive items such as computers and lab equipment
- Cover and store equipment in an interior designated area away from windows and doors if possible
• Ensure all windows and glass doors are boarded up.
  o Contact Enterprise Security to ensure glass by the entrance is taped and windows are boarded up
• Arrange for increased security patrols prior to and following the storm
• Arrange and communicate an alternate location in the event power loss will exceed 5 business days.

6. After the Natural Disaster
• No unnecessary mention or public announcement should be made of natural disaster occurrences. Any type of media coverage should run through the Corporate Marketing Group.
• An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
b. Fire

Fires are uncommon but can occur. A fire situation could be in the form of actual fire or smoke, a reported fire or a fire alarm. In all cases, this should be taken seriously and response should be quick and orderly.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

1. Pre-Emergency Planning Actions
   - Conduct a fire drill in May and November. One drill to be performed during the day and the other at night so that all personnel will be properly trained to react.
   - Designate a campus representative to walk through the building to ensure no fire hazards are present (at least once per 8 hour shift.)
   - Ensure all fire extinguishers are charged, on the hook and are visible to occupants. Maintenance will coordinate with the appropriate local monitoring and testing company for annual inspection, servicing, or replacement of fire extinguishers.
     - Ensure fire alarms are tested regularly and in accordance with fire system contractor or installer.
   - Identify evacuation assembly areas or primary gathering points. The Campus President must designate the primary gathering point for all evacuations (i.e. the faculty parking lot). This area should be central to all exits, well lit and out of the way. Assembly points must be at least 50 feet from the building.
   - Communicate with staff on what to do if a fire is detected.
   - Maintenance is responsible for testing exit lighting biannually to ensure batteries are properly charged and lights function in the event of a power outage.
   - Ensure that a set of master keys is maintained by the Campus President and / or Campus Administrator.
   - Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
   - The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

2. If Fire Alarm Activates
   - Assume the alarm is real.
   - Immediately call 911 providing dispatcher with:
     - Your Name
     - Alarm type
     - Location of alarm if known

1/17/2014
3. **Evacuation:**

- The Campus President serves as the leader of the evacuation. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the leader of the evacuation.

- When the alarm sounds, if a Public Announcement system or bull horn is utilized, the Campus President will make an announcement. “The fire alarm has been activated. Please safely and orderly make your way to the nearest exit and proceed to designated areas for further instructions. Do not leave the campus.” If no Public Announcement system is available, the Campus President must determine the best means of communication for the drill (bull horn, SchoolCast, word of mouth, etc.) Follow the evacuation steps notated above.

- Avoid elevators unless instructed to do otherwise by first responders. Use emergency exit stairwells.

- Close all doors once a room is evacuated to confine the fire

- Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point.

- Ensure those with special needs are provided the assistance they need to get to the designated primary gathering point. Sweep all offices, workstations, restrooms, break rooms, and copy centers in the predetermined, designated areas within the building as a final check.

- The leader of the evacuation is stationed nearest the entrance the fire trucks/police units will use to meet the firemen/policemen.

- Once out of the building, inform first responders of the location and size of the fire if known; if occupants remain in the building; and any other known information relating to the nature of the fire

- The leader of the evacuation also has the master keys. All keys are taken and delivered to the fire department.

- No one should remain at the rear or front of the building. These locations are in designated fire lanes and will obstruct movement of fire and emergency equipment.

- Each functional leader should take roll for their specific areas.
  - Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus President or primary backup
  - The President, Dean or Manager on duty will receive a head count from each Director of Enrollment, Finance Supervisor/Area Director, Campus Administrator, and Program Director.

- Do not return until the “all clear” is given.

4. **If Fire or Smoke Is Detected**

- Immediately call 911, providing dispatcher with:
  - Your Name
  - Exact address of campus
  - Exact location of fire
o Type of fire if known
o Any injuries or persons trapped

- Activate a fire alarm pull station located at all exits
- Report fire to Campus President’s office if possible
- Follow evacuation procedures notated above.

5. *If Trained and it is Safe to Attempt – Use a Fire Extinguisher*
- Identify a clear escape route – never place yourself in a position where the fire is between you and the exit
- Attempt to extinguish or contain the fire using a portable fire extinguisher using the **PASS** technique
  - **Pull** the pin out in a twisting motion
  - **Aim** the extinguisher nozzle at the **BASE** of the fire
  - **Squeeze** the handle to release the chemical
  - **Sweep** side to side to put out the fire
- Attempt only small fires in a limited area
- Never return used fire extinguisher to hook

6. *If Your Clothing is on Fire*
- **DO NOT PANIC!**
- **DO NOT RUN!**
- Drop to the ground and roll
- Attempt to smother flames with water, blanket or coat
- If possible, smother flames with a blanket or coat
- Immediately seek medical attention

7. *If you are trapped in a Room*
- Close all doors
- Place clothing or other material at the door threshold to help prevent smoke from entering the room
- Call 911 – tell the dispatcher exactly where you are
- Listen to instructions given and do precisely what you are told
- Maintain a position near a window and await rescue
- **DO NOT** attempt to go into the fire or smoke filled area
8. After the Fire

- No unnecessary mention or public announcement should be made of incidents occurring from fire. Any type of media coverage should run through the Corporate Marketing Group.

- An incident report should be completed for every incident on campus. Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
c. **Earthquakes**

1. **Overview**

- The actual movement of the ground in an earthquake is seldom the direct cause of injury or death. Most casualties result from falling objects and debris or collapsing structures. Injuries are commonly caused by:
  
  - Partial building collapse, such as falling masonry, collapsing walls, falling ceiling plaster, etc.
  
  - Flying glass from broken windows.
  
  - Overturned bookcases, filing cabinets, fixtures, furniture, office machines and appliances.
  
  - Fires, broken gas lines, these dangers may be aggravated by lack of water due to broken mains.
  
  - Fallen power lines, inappropriate actions resulting from panic.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

2. **Pre-Emergency Planning Actions**

- Conduct an Earthquake drill in March and September. One drill to be performed during the day and another at night so that all personnel will be properly trained to react. Earthquake drills are intended for campuses that are prone to earthquakes (i.e. San Diego).

- Ensure campus has a working Weather Alert Radio.

- Prepare a tailored Earthquake plan of action for your campus in advance. Establish an Emergency Assembly Area (EAA) designated by the Campus President. Identify the suggested routes on your evacuation map to get to the EAA. Identify safe places in your work area to ‘Drop, Cover and Hold On.’ Know at least two ways to exit the building safely after an earthquake. Know how to act so your response is automatic.

- Stock up on emergency supplies. Keep the basics: flashlight, first-aid kit, whistle, bull horn, gloves, goggles, blankets and sturdy shoes. Plan as if food and water may not be available for 24 hours and other supplies for up to 3 days.

- Arrange your work area for safety. Make sure that bookcases, large file cabinets and artwork are anchored. Store heavy objects on low shelves. Store breakable objects in cabinets with latches.
• The Campus President must be aware of individuals with training (CPR, First Aid, etc.).

• Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.

• The Campus President and/or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

3. **Earthquake Procedures**

**If indoors:**
- Remain Calm. Sound usually precedes earthquake motion by a split second.
- Stay there. Drop to the floor under a sturdy desk or table. Cover your head and face with your arms and hold on. While dropping under a sturdy desk or table, students and teachers look around at what is falling on them. Avoid these areas.
- Move to an inner wall or corridor. (A door frame or the structural frame or inner core of the building are its strongest points and least likely to collapse. They will also break the impact of any falling objects).
- If suitable furniture is not nearby, sit on the floor against an interior wall and cover your head and face with your arms.
- Grab anything handy (blanket, pillow, tablecloth, newspapers, box, etc.) to shield your head and face from failing debris and splinting glass.
- Watch for falling objects - plaster, bricks, light fixtures, pots and pans, etc.
- Stay clear of windows, bookcases, shelves, mirrors and sliding glass doors.
- Do not use elevators!
- Don't be alarmed if the fire alarm or sprinklers go off.

**If outside:**
- Get into an open area away from trees, buildings, walls and power lines.
- If driving a vehicle such as a golf car, pull over to the side of the road. Stop and stay inside the vehicle until the drill is over.
- Avoid overpasses, bridges, and power lines.
4. Evacuation

- The Campus President serves as the leader of the evacuation. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the leader of the evacuation.
- Once shaking has stopped, if a Public Announcement system or bull horn is utilized, the Campus President will make an announcement that “the shaking is over and evacuation is to begin”. If no Public Announcement system is available, the Campus President must determine the best means of communication for the evacuation (bull horn, SchoolCast, word of mouth, etc.)
- Senior Leadership Team Members will direct occupants to the Emergency Assembly Area (EAA) designated by the Campus President. Use the suggested routes on your evacuation map to get to the EAA. Everyone is to stay together and to quickly and quietly move directly away from the building when exiting. Evacuees should cover their heads with their bag or book.
- Do not use elevators because the power may fail, leaving you trapped.
- Ensure those with special needs are provided the assistance they need to get to the EAA. Sweep all offices, workstations, restrooms, break rooms, and copy centers in the predetermined, designated areas within the building as a final check.
- Each functional leader should take roll for their specific areas.
  - Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus President or primary backup
  - The President, Dean or Manager on duty will receive a head count from each Director of Enrollment, Finance Supervisor / Area Director, Campus Administrator, and Program

5. Aftershocks

- During an earthquake aftershocks may occur. If an aftershock occurs, while you are exiting, ‘Drop, Cover, and Hold On’ until the shaking stops.
- When the shaking has stopped IMMEDIATELY and before you exit your room, take ten seconds to look around. Make a mental note of damage and dangers. Check to see if any students are injured. If immediate help can be given to those with injuries (to stop serious bleeding, put out a small fire etc.), do so. Ask responsible students to assist lightly injured. Non-ambulatory injured should be reassured and wait for treatment where they are, unless it is more dangerous to remain.

6. After An Earthquake

- Remain Calm. Don't Panic. Try to calm and reassure others. Stop and take time to think. Wait until all motion has stopped. Do not run down stairs or outdoors. Be prepared for additional shockwaves.
- Do not light matches, cigarettes or turn on electrical switches. Flashlights are one of the best light sources after a damaging earthquake. Proceed with extreme caution.
- Protect hands and feet from broken glass or debris. Keep head and face protected (hard-hat, blanket, tablecloth, etc.)
• Make a quick check for injuries or trapped people. Provide emergency first aid if needed. Do not try to move seriously injured persons unless they are in immediate danger from further injury.

• Turn off all appliances and office machines. Extinguish all open flames. Check power lines and cords. If problems exist in electrical lines or gas lines the mains should be shut off.

• Tend further to injured or trapped persons. Try to get help if necessary. If a person is trapped and you can free him without injury to yourself, remove debris piece-by-piece starting from the top.

• Be prepared for aftershocks - they are weaker than the main shock but can cause additional damage and psychological trauma. Watch out for other possible dangers, which may follow an earthquake, such as fire, flood, landslide or TSUNAMI (tidal wave).

• Turn on a battery radio to receive disaster instructions. Use telephones only to report extreme emergency situations.

• Inspect your work area carefully for structural damage. Carefully open exit doors - they sometimes jam. The initial quake may damage the structure and an aftershock could knock down weakened walls. Use extreme caution when moving around in damaged areas - they may collapse without warning. Check to see that sewage lines are intact before flushing toilets.

• You should not try to get home until government authorities say it is safe, which will be when the worst fires are under control and the streets have been cleared. This may happen quickly or it may take longer (perhaps 72 hours or more).

• Don’t go outside sightseeing. Keep streets clear for passage of emergency vehicles. Your presence might hamper rescue and other emergency operation

• No unnecessary mention or public announcement should be made of incidents due to an earthquake. Any type of media coverage should run through the Corporate Marketing Group.

• An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
**d. Hazardous Material**

1. **Overview**

Hazardous material may be used in classroom or labs and must always be handled carefully. Misuse of such material could lead to serious injury or even death, and cause severe damage to property.

A hazardous material emergency is defined as any spill or leakage where the clean-up is beyond the training and knowledge of the supervising staff member in the area, or when such a spill or leakage causes imminent danger to the health or lives of persons on campus.

Any hazardous material spill must be reported immediately to the Campus President. It is important to take note of the name(s) of the materials involved in the incident as well as the location and extent of the incident.

The Campus President must rely on knowledge of faculty members to determine the true risk associated with hazardous materials as they are the industry experts. Based upon this determination, the Campus President will decide whether to evacuate nearby rooms or the entire facility. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the leader of the drill.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

2. **Pre-Emergency Planning Actions**

- Maintain a safe and secure environment
- Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
- The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

3. **If You Observe a Chemical Leak or Spill**

- Determine type of hazard and chemical if possible
- **DO NOT** attempt to clean up or put water on it – many chemicals react poorly to water
- Immediately contact the Campus President or a member of the Senior Leadership Team
- Isolate the area contaminated – keep others away from the spill
- If in doubt call 911
4. **If a Hazardous Material Emergency Exists**
   - Immediately call 911, providing dispatcher with location of the emergency, the type of chemical involved and if people have been in direct contact with the material
   - Notify all persons in the immediate area and evacuate the room in an orderly fashion
   - If an explosion risk exists, turn off all equipment if possible
   - Close the door to the room once all persons have been evacuated to confine the hazard
   - Evacuate nearby rooms or the campus facility if required – use fire alarm pull station for building evacuation (rely on the sound judgment of faculty to consult with the Campus President or the next person in the Leadership Tree – Section IV.)
   - Upon arrival of the fire department, inform first responders of location and extent of the spill, and any other known information including the material(s) involved in the incident

5. **If Persons Have Been in Physical Contact with Hazardous Material**
   - Consult and follow first aid instructions
   - Immediately take infected persons to the bathroom, eyewash or shower area if available and flush affected area for at least 15 minutes
   - Isolate contaminated persons and ensure they remain until first responders can take control of the situation
   - Seek medical attention for person(s)
   - Call 911 when in doubt

6. **After an Incident with Hazardous Material**
   - No unnecessary mention or public announcement should be made of incidents due to hazardous materials. Any type of media coverage should run through the Corporate Marketing Group.
   - An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
e. Medical Emergency

1. Overview

Medical emergencies of all types can occur at any time and can stem from injury or illness. Call 911 for any emergency situation where response is required to protect or preserve life. This includes serious injury or illness, a mental health situation, assault, battery, homicide or a threat of any of these.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

2. Pre-Emergency Planning Actions

- Maintain a safe and secure environment
- Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
- The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

3. Injury or Illness

- Immediately call 911, providing dispatcher with:
  - Your Name
  - Campus Address
  - Location of injured or sick party
  - Type of injury or illness if known
  - Condition of the person (i.e. is he/she conscious, breathing, chest pains, etc.)
- If Trained and if it is Safe to do so, apply first aid if the victim gives consent
- DO NOT move the person unless it is absolutely necessary to avoid further harm
- Safeguard person’s personal belongings
- Keep others away from the victim
- NEVER attempt to get the person up, give them fluids or give them pills
- If the person is conscious, calmly provide assurance to the victim that help is on the way
- Provide assistance first responders as required to locate the victim and in the incident investigation

4. After a Medical Emergency
• No unnecessary mention or public announcement should be made of incidents due to medical emergencies. Any type of media coverage should run through the Corporate Marketing Group.

• An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
f. Suspicious Mail or Objects

1. Overview
Suspicious items such as an envelope, package, or even a backpack can potentially cause harm to persons and property. This is an especially troubling concern in a campus environment where packages, backpacks and book bags can be prevalent. The challenge is to identify suspicious articles.

Characteristics to look for include excessive postage, misspelled common words, very poor handwriting, items addressed to a title, not a person, no return address or a return address that does not match the post office stamp, excessive weight, a rigid envelope, or an unexpected special delivery, especially from a foreign location. Other signs to look for are markings such as “Private” or “Confidential,” excessive amounts of tape or cord around the object, oily stains and discoloration, protruding items such as foil or wires or an item in a strange location.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

2. Pre-Emergency Planning Actions
- Identify evacuation assembly areas. The Campus President must designate the primary gathering point for all evacuations (i.e. the faculty parking lot). This area should be central to all exits, well lit and out of the way. Assembly points must be at least 50 feet from the building.
- Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
- The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

3. If Suspicious Mail, Package, or Object Is Discovered
- Generally – DO NOT attempt to MOVE, OPEN, or COVER the item
- Cover the item ONLY IF there is evidence of a suspicious powder or liquid
- DO NOT use cell phones – this may trigger the device if it is a bomb
- Notify the Campus President or a Senior Leadership Team member immediately.
- Keep others away from the package; close door of room where item was found (if in a room) and leave the room or area immediately
- If the Campus President determines there is a threat call 911, providing dispatcher with:
  - Your Name
  - Location of the campus
  - A description of the suspicious item
- Record and follow the 911 dispatcher’s instructions exactly
- Remove all persons from the area as quickly as possible and secure the area
- If the threat is considered significant, evacuate the building. Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point. Ensure those with special needs are provided the assistance they need to get to the designated primary gathering point.
- Upon arrival of the first responders, direct them to the object and provide them with details as to how the item was discovered and any other information that might be critical to the investigation

4. **If a Suspicious Item is Opened and an Unidentified Substance is Found**
- Remain calm
- Do not touch, smell, taste or try to analyze the substance. Do not try to clean up the substance
- Carefully put the item down and step away. Do not carry the item to another location
- Cover the item with a towel, piece of clothing or paper to prevent the spread of the substance
- Remain in the immediate area to minimize the spread of the substance
- Alert others to keep away from your area
- Turn off any circulating fans, air conditioners or heaters
- Immediately call 911, providing dispatcher with;
  - Your Name
  - Location of the campus
  - A description of the suspicious item
- Record and follow the 911 dispatcher’s instructions exactly
- If you touched the substance with your hands, do not touch your face
- Wait for trained emergency personnel to arrive
- Inform emergency personnel of all people who came in contact with substance

5. **After a Suspicious Item Incident or Substance is Found**
- No unnecessary mention or public announcement should be made of suspicious mail or substances. Any type of media coverage should run through the Corporate Marketing Group.
- An incident report must be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports are input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report.
g. Bomb Threat

1. Overview

Bomb threats are unfortunately an easy way to disrupt any operation, but must always be taken seriously. If a bomb threat is received by telephone, remain calm and attempt to get as much information as possible from the caller. If the phone system has caller ID, write down the number on the display. If possible, record exactly what the caller states. Immediately contact the Campus President after the call. Then call 911.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

2. Responsibility

It is the primary responsibility of law enforcement to handle incidents involving bomb and or terrorism threats to conclusion, coordinating the protective and technical skills of related agencies and emergency responders.

It is the responsibility of the Emergency Communications Center (911) to make appropriate dispatches to law enforcement and fire agencies and make notifications. These include, but are not limited to, the Watch Commander, the Communication Supervisor, and in the case of a court facility, the Court Executive Officer or person in charge.

3. Pre-Emergency Planning Actions

- Ensure the Bomb Threat Checklist is available to all personnel answering campus telephones
- Keep a megaphone or bullhorn on site
- Report any verbal threats of violence to the Campus President.
- Report any morale or harassment issues to the Campus President.
- Identify evacuation assembly areas. The Campus President must designate the primary gathering point for all evacuations (i.e. the faculty parking lot). This area should be central to all exits, well lit and out of the way. Assembly points must be at least 50 feet from the building.
- Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
- The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.
4. **Questions to Ask the Caller – See Bomb Threat Checklist.**
- When is the bomb going to explode?
- Where is the bomb located?
- What does the device look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did the person calling place the bomb?
- Why was the bomb planted?
- What is the caller’s name and address?

5. **Items to Take Note Of During Call**
- Did the caller sound like a man? Or a woman?
- Approximate age of the caller
- Distinctive voice, pronunciation or accent, or speech patterns
- Tone of voice and attitude of caller
- Did the call seem to be a recording?
- Were there any background voices or noises or other clues concerning the location or caller identity?
- Source of the call – could you tell what telephone number or extension from which the call was coming

6. **Following the call, or If Threat Comes from Other Means**
- Immediately call the Campus President
- Then call 911, providing dispatcher with:
  - Your Name
  - Location of the campus
  - Time of the threat
  - What the caller said – exactly
- Take note of the surrounding area, look for any suspicious devices or objects
- Record and follow the 911 dispatcher’s instructions exactly
- Notify the Campus President and/or the senior staff member with instructions provided by the 911 dispatcher
• Upon arrival of the first responders, provide them of the details of the threat
• Follow the directions of the first responders exactly
• If the building has been evacuated, do not reenter, or allow anyone else (other than emergency professionals) to reenter until the building is cleared by first responders

7. Evacuation
• Unless the authorities advise to remain in the building, the evacuation process should occur immediately. The seriousness of the threat must never be underestimated.
• The Campus President serves as the leader of the evacuation. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the leader of the evacuation.
• The leader of the evacuation will use Megaphones or the P.A. system to alert everyone to evacuate. Words and phrases such as BOMB, EXPLOSION, BLOW-UP, etc. can produce panic. To clear people from the building use more acceptable phrases such as, “Please clear the building immediately; we have an emergency.” Repeat as often as necessary.
• DO NOT activate the fire alarm, as this may trigger the bomb to explode.
• Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point. Ensure those with special needs are provided the assistance they need to get to the designated primary gathering point.
• If personal belongings, such as purses and briefcases, are located close in proximity to employees and can be readily retrieved, employees should take these items with them as they leave the building. These items pose a problem to searchers. However, if these items are not readily retrievable (i.e. the employee is on the first floor and her purse is on the third floor) they should not be retrieved and the employees are to exit the building immediately. Safety comes first.
• Avoid elevators unless instructed to do otherwise by first responders – use emergency exit stairwells
• Instruct students to follow the exit sign arrows to the nearest exit. Once outside of the building, everyone shall meet at the primary gathering point.
• Each functional leader should take roll for their specific areas.
   Reception: Take the guest sign in sheets. Escort all visitors in the lobby to the designated interior meeting area. Report to the Campus President or primary backup
   The President, Dean or Manager on duty will receive a head count from each Director of Enrollment, Finance Supervisor / Area Director, Campus Administrator, and Program Director.
• If the building has been evacuated, do not reenter, or allow anyone else (other than emergency professionals) to reenter until the building is cleared by first responders

8. After A Bomb Threat
- When the authorities have given their permission for all personnel to re-enter the building(s), the Campus President’s main responsibility is to ensure a safe and orderly re-entry for all occupants and assure them that the situation is under control.

- No unnecessary mention or public announcement should be made of the bomb threat. Any type of media coverage should run through the Corporate Marketing Group.

- An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
# Bomb Threat Checklist

## Bomb Threat Call Procedures

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of the right side of this card.

**DO NOT:**
- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until law enforcement arrives and evaluate the threat.
- Activate the fire alarms.
- Touch or move a suspicious package.

## IF A BOMB THREAT IS RECEIVED BY PHONE:

1. **Remain calm.** Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. **Listen carefully.** Be polite and show interest.
3. **Try to keep the caller talking to learn more information.**
4. **If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.**
5. **If your phone has a display, copy the number and/or letters on the window display.**
6. **Immediately upon termination of the call, do not hang up, but from a different phone, contact your Campus President immediately with information and await instructions.**

**WHO TO CONTACT:**
**CAMPUS PRESIDENT OR CALL 911**

- If a bomb threat is received by handwritten note: Call your Campus President and handle the note as minimally as possible.
- If a bomb threat is received by email: Call your Campus President and do not delete the message.

## Bomb Threat Checklist

<table>
<thead>
<tr>
<th>Date: _____________________</th>
<th>Time: ______________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Caller Hung Up: _______</td>
<td>Phone Number Where Call Received: ______________</td>
</tr>
</tbody>
</table>

### Ask Caller

- Where is the bomb located?
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes __ No __
- Why
- What is your name?

### Note Exact Words of Threat:

### Information About Caller:

- Where is the caller located? (background and level of noise). __________________________
- Estimated Age: ______________
- Is the voice familiar? If so, who does it sound like? __________________________

### Signs of Suspicious Package:

- Excessive Postage
- Foreign Postage
- Stains
- Restrictive Notes
- Unexpected Delivery
- Strange Sounds

- Strange Odors
- Incorrect Titles
- Poorly Handwritten
- No Return Address
- Misspelled Words

## Other Points:


**Background Sounds:** Animal Noises, House Noises, Kitchen, Noises, Street Noises, Booth, PA System, Conversation, Music, Motor, Clear, Static, Office Machinery, Factory Machine, Local, Long Distance.

**Threat Language:** Incoherent, Message Read, Taped, Irrational, Profane, Well-Spoken.

**Other Information:**

---

1/17/2014
h. Workplace Violence / Lockdown

1. Overview
Workplace violence is a serious and ever-present threat in any workplace and campus. It involves any threatening behavior and actual violence against others. Workplace violence perpetrators may include:

- Students (present and former)
- Campus contractors and employees
- Strangers (criminals)
- Family members, friends, significant others

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

2. Pre-Emergency Planning Actions
- Conduct an active shooter drill annually (at a minimum.)
- Prepare a tailored LOCKDOWN plan of action for your campus in advance. Determine possible escape routes and know where the nearest building exits are.
- Keep a megaphone or bullhorn on site
- Advise students to report any threat or suspicious behavior or general security/safety concerns to the Campus President
- Meet with local law enforcement to determine crimes and crime trends in area
- Conduct annual crime prevention awareness training using local police department or other source (internal or external)
- Ensure your campus has a first aid medical kit readily available. (Contact the Enterprise Security Administrator (205-552-1203) if your campus is in need of a first aid medical kit). The first aid medical kit is located in the manager’s office, cosmetology, and Culinard. The Campus Administrator or Campus President is responsible for ensuring the campuses have a first aid medical kit.
- The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

3. Response to Active Shooter or Criminal Act
- The Campus President serves as the leader of the evacuation. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the leader of the evacuation.
- When the alarm sounds, if a Public Announcement system or bull horn is utilized, the Campus President will make an announcement. “Faculty, Staff, and Students we are IN LOCKDOWN until further notice.” If no Public Announcement system is available, the Campus President must determine the best means of communication for the drill (bull horn, SchoolCast, word of mouth, etc.) Follow the evacuation steps notated above.
Do not pull fire alarms during a Lockdown as this may encourage people to evacuate rather than following event procedures.

- If you are in a classroom, room or office - STAY THERE.
  - Secure the door and turn off the lights.
  - Everyone remains silent. Silence all cell phones and electronic equipment.
  - If the door has no lock and the door opens in, look for heavy furniture to barricade the door.
  - If the door has a window, cover it.
  - Place students on the ground and against the wall out of sight from the doorway or window.
  - Turn off lights and computer monitors.

- If in the hallways or corridors, get in a room that is not already secured and secure it. Unless you are very close to an exit, don’t run through a long hall to get to one.
- If you are close to an exit and feel comfortable doing so, leave. Use good judgment.
- If you are in an open space, stay alert and look for appropriate cover locations.
  - Hard cover, such as brick walls, large trees, retaining walls, parked vehicles, and any other object may be utilized as cover.

- Never open doors during a lockdown, even in the event of a fire alarm.
- NEVER respond to unfamiliar voices or knocks – NEVER open the door, even if the person claims to be the police
- Authorized staff will signal all personnel if the lockdown has been lifted.

4. Shooter Confrontation
- Try to remain calm and quiet
- Immediately call 911, providing dispatcher with the nature and location of the emergency and if people have been injured
- Follow shooter’s instructions unless they endanger you or others
- Attempt to talk to the shooter if possible
- NEVER argue with the person
- Attempt to flee to a safe location if the opportunity is presented
- DO NOT attempt to overpower the person except as a last resort
- If shots are fired, drop to the floor, place something between you and the shooter, or try to escape, running in a zigzag pattern
- If you flee:
  - Have an escape route in mind
  - Leave everything behind except cell phone
  - Keep your hands visible
  - DO NOT stop to help others or attempt to move them
  - Follow police instructions exactly
5. *If Confronted by a Hostile Person*

- Stay calm
- Be empathetic – show you are concerned
- Be positive and respectful
- Maintain some eye contact
- Repeat what person is saying to you
- Get help from another faculty member or student
- Try to have the other person and yourself sit down – sitting is a less aggressive position
- Try to be helpful – for example, schedule an appointment for a later time
- Give positive-outcome statements, such as “We can get this straightened out”
- Give positive feedback for continued talking, such as “I’m glad you’re telling me how you feel”
- Be empathetic by saying “I can see you are upset”
- **NEVER** say “I know how you feel” – you don’t
- Stay at least 2 to 3 arms lengths away from the person
- Take notes
- Avoid certain non-verbal cues such as looking at your watch, shaking your head, crossing your arms, etc.

6. *Avoid Exacerbating Behaviors*

- Do not patronize
- Do not yell, argue or use profanity
- Do not threaten
- Do not joke or be sarcastic
- Do not touch the person
- Do not use inappropriate body language such as rolling eyes, smirking, shaking your head or crossing your arms – these will all diminish your credibility and may cause the person to escalate his/her behavior

7. *If Someone Becomes Agitated*

- Leave the area immediately, if possible
- Call 911 from a safe place
- Try to alert a co-workers that there is a problem; e.g., by calling and using an agreed-upon code word to indicate trouble
• Ask person a question: “What can I do now to help you or resolve your problem?” This helps break the chain of irrational behavior.

8. **Violence – Criminal Acts**
• Assault, robbery, any acts of violence
• Try to remain calm
• Distance yourself from criminal
• Get to a safe location
• Try to remember key descriptive information
• Call 911
• Get help from others around you
• Report incident to campus administration
• Preserve evidence
• Wait for assistance

9. **After Work Place Violence Acts**
• No unnecessary mention or public announcement should be made of workplace violence. Any type of media coverage should run through the Corporate Marketing Group.

• An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
i. **System Failure**

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

1. **Pre-Emergency Planning Actions**
   - Test elevator emergency button at least quarterly
   - Maintain equipment according to manufacturer or installer. Enterprise Security Administrator (205-552-1203) will test fire and security alarm systems for all campuses annually according to manufacturer or installer.
   - Contract with a disaster response company in the event of a water leak, smoke, fire or other damage
   - Maintenance is responsible for maintaining and testing flashlights monthly to ensure batteries are properly charged and function in the event of a power outage.
   - Maintenance to maintain a bin entitled ‘System Failure Kit’ which contains flashlights, tarps, and buckets. Maintenance is also responsible for keeping a wet vacuum on site.
   - Know location of:
     - Gas shut-off
     - Electrical re-sets
     - Water shut-offs (building, fixtures)
   - The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.
For facility system failures, call: Maintenance Help Desk

<table>
<thead>
<tr>
<th>System</th>
<th>Regular Office Hours</th>
<th>After Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrical/Power Failure</td>
<td>205-552-1234</td>
<td>205-249-3085</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205-552-1234</td>
</tr>
<tr>
<td>Heating or Air-Conditioning</td>
<td>205-552-1234</td>
<td>205-249-3085</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205-552-1234</td>
</tr>
<tr>
<td>Water/Flooding</td>
<td>205-552-1234</td>
<td>205-249-3085</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205-552-1234</td>
</tr>
<tr>
<td>Maintenance</td>
<td>205-552-1234</td>
<td>205-249-3085</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205-552-1234</td>
</tr>
</tbody>
</table>

2. **Electrical Emergencies**
   - Determine extent of power failure if possible
   - Avoid touching equipment that is smoking, sparking, tripping circuit breakers, or giving electric shocks.
   - Contact the Campus President if the building loses power. In the event the Campus President is not on site, refer to the Leadership Tree (Section IV) to determine the point of contact.
   - Remain at your location until instructed to do otherwise
   - Use flashlights
   - Wait for emergency power
   - Manually secure the building. If the campus experiences a full power outage, the facility may be evacuated at the Campus President’s discretion.

3. **Water System Failure or Flooding**
   - Avoid areas of standing water
   - If Trained and it is Safe to do so:
     - Unplug electrical equipment before water reaches it
     - Turn off circuit breakers to flooded areas
     - Use plastic or tarps to cover water-sensitive materials and equipment
     - Move materials from floors and other flooded areas to a safe location

4. **If Trapped in an Elevator**
   - Do Not try to exit the elevator car through the roof or by forcing the doors
   - Call for help using the elevator’s emergency telephone

1/17/2014
• Contact the Campus President from a cell phone, or bang on the doors and shout for assistance
• Stay in contact with someone until help arrives
• Always wait for trained personnel to assist you from the elevator

5. *After System Failures*

• No unnecessary mention or public announcement should be made of system failures. Any type of media coverage should run through the Corporate Marketing Group.

• An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
j. Animal Incident

Many campus locations are in or near wooded areas where animals frequently roam. Only persons trained in animal control should attempt to handle animals. Serious injury and disease is possible from contact with an unknown animal. Any sighting of an unknown animal in or around the campus area should be taken seriously and reported.

These guidelines are intended as a reference and do not replace common sense, sound judgment, and prudent actions in response to emergency situations.

1. Pre-Emergency Planning Actions
   - Be aware of animals in the area. Communicate this to students and faculty
   - Purchase a portable air horn that can be used to keep an animal away from the building
   - Never feed animals or leave food or water out
   - Never trap an animal
   - Know the number of the local animal control department
   - Discuss problem animals or animal problems with landlord
   - The Campus President and / or Campus Administrator will maintain an Emergency Response binder including the Emergency Response Plan, evacuation maps, and key contact information.

2. Unknown Animal in the Campus Facility
   - Immediately call 911, providing dispatcher with location and nature of the emergency
   - Notify all students, faculty and staff of the situation
   - Evacuate the area where the animal has been sighted
   - Close and secure all doors to isolate the animal if possible
   - Keep all persons in their present location until first responders take control of the situation
   - Upon arrival, inform first responders of location of the animal, and any other known information concerning the incident

3. Unknown Animal around the Campus Area
   - Report any strange animal wandering loose around the campus to the Campus President.
   - Notify all students, faculty and staff of the situation so they are aware of any risk when leaving the building
   - If animal exhibits threatening or violent behavior, instruct occupants to stay in the building
   - Upon arrival, provide first responders with a description of the animal, the last known location where it was seen, and any other known information concerning the incident

4. After Animal Incidents
   - No unnecessary mention or public announcement should be made of animal incidents. Any type of media coverage should run through the Corporate Marketing Group.
• An incident report should be completed for every incident on campus (i.e. assault, theft, injury etc.) Incident reports must be input in SharePoint by the Campus President or Campus Administrator. If a person denies medical treatment or transportation, complete the Release of Liability form imbedded in the Incident Report in SharePoint.
Note: The Campus President serves as the leader of all evacuation (drills and emergency situations). In the event the Campus President is not on site, refer to the Leadership Tree to determine the leader of the drill. Leadership Trees differ by brand.
III. Recovery Procedures

a. Level I Incident

A Level I incident is defined as any event that disrupts 3 or fewer critical business processes for no more than two days. The incident is limited to the immediate campus area. This might include severe weather, a bomb threat, minor chemical spill or a suspicious package.

With a Level I incident, the Business Recovery Team (BRT) will convene immediately following the response to the incident and take the lead to determine those processes that have been disrupted and whether or not they need to be performed off-site or by other sources.

Immediate communications of a Level I incident is limited to campus personnel using the PA system, call tree and SchoolCast. Notification to headquarters will occur within twenty-four hours of the incident.

b. Level II Incident

A Level II incident is when 3 to 5 critical business processes are disrupted, and the disruption is expected to last between two and seven days. The incident may impact more than the immediate campus area. Examples of a Level II incident are a minor fire, minor storm damage, or an incident that resulted in the death of a person or persons on campus.

The Business Recovery Team will convene immediately following the response to the incident to determine those processes that have been disrupted and whether or not they need to be performed off-site or by other sources. The appropriate campus support teams will be convened by the BRT based on the impacted processes. These support teams will meet daily to coordinate activity for their respective areas of responsibility until the processes are returned to normal operation. The BRT will establish a schedule for briefings by the support teams and will provide guidance as appropriate to restore operations and manage interim workflows.

Based on the nature and extent of the incident, the CEO will determine if the Executive Emergency Management Team (EEMT) is activated. If activated, the team will define its role and participants in the recovery process and communicate such to the BRT. The EEMT will establish a meeting schedule to review and assess actions and progress, and provide support and resources as necessary.

Immediate communications of a Level II incident will be to campus personnel using the PA system, call tree and SchoolCast. Notification to headquarters will occur at the earliest possible moment, but no later than four hours after the incident has been stabilized. Periodic updates will be provided to headquarters as established by the EEMT.
c. **Level III Incident**

A Level III incident is a catastrophic event that impacts the campus and the community. Multiple processes are disrupted for more than seven days. The campus facility is impacted as well as systems to conduct normal business. A major weather disaster such as a tornado or hurricane might be an example, or a fire.

The Business Recovery Team will convene immediately following the response to the Level III incident to determine those processes that have been disrupted and whether or not they need to performed off-site or by other sources. The appropriate campus support teams will be convened by the BRT based on the impacted processes. These support teams will meet daily to coordinate activity for their respective areas of responsibility until the processes are returned to normal operation. The BRT will be briefed daily by the support teams and provide guidance as appropriate to restore operations and manage interim workflows.

The CEO will activate the Executive Emergency Management Team (EEMT) upon notification of the incident. The team will define its role and participants in the recovery process and communicate such to the BRT. The EEMT will establish a meeting schedule to review and assess actions and progress, and provide support and resources as necessary.

Immediate communications of a Level III incident will be to campus personnel using the PA system, call tree and SchoolCast. Notification to headquarters will occur at the earliest possible moment, but no later than one hour after the incident has been stabilized. Daily updates will be provided to the EEMT until the CEO determines a revised schedule for communications with headquarters.
IV. Appendix A – Team Descriptions and Responsibilities

This area is under construction. NOT COMPLETE.

All Emergency Response Team Members should have important Contact Information Stored on their Company Cell Phones for After Hours and Emergency Use.

a. Executive Emergency Management Team

The Executive Emergency Management Team (EEMT) may be activated by the CEO of Education Corporation of America, his designated representative, or any Campus President.

1. Role

The role of the EEMT is to advise and assist the Campus Disaster Preparedness / Recovery Team (Emergency Response and Business Recovery) in managing the campus response to any emergency situation. The team is to ensure proper coordination of all company and community services resources to assess the extent of the event or emergency, to determine the impact to operations, and to recover from the event. This team also sets policy for emergency response, provides resources to the campus as needed, and ensures compliance with these policies.

2. Organization

The EEMT is chaired by the CEO. Membership is made up of the CEO, the Chief Operations Officer (COO), the Regional Presidents, the Chief Compliance Officer (CCO), Chief Marketing Officer (CMO) and Executive Vice President – Human Resources from the corporate offices, and the Campus Presidents.

3. Meetings

The team is required to meet annually to discuss and document procedures. Team duties will be documented in ‘Executive Emergency Management Team (EEMT) Meeting Notes’ in SharePoint. Automated emails will be sent to the CEO, CMO, and CCO if the EEMT Meeting Notes are not completed on a timely basis.

4. Command Site

The EEMT convenes annually in the Executive Conference Room at the ECA headquarters office. The team will also meet to manage campus response to any emergency situation.

5. Team Duties

Pre-Emergency

1. Ensure all campus facilities have current and active Emergency Response Plans
2. Attend periodic plan and operational readiness review meetings
3. Plan, order/deploy and inventory backup supplies and equipment
4. Ensure plans are tested on a regular basis

**During an Emergency**
1. Provide oversight and direction as needed to campus Emergency Response
2. Ensure proper communications to all stakeholders
3. Deploy corporate resources and back-up supplies and equipment as necessary to stabilize and recover from the emergency

**Post-Emergency**
1. Conduct review of Emergency Response Plan effectiveness with campus Emergency Response Team and recommend changes to the plan as appropriate
2. Replenish backup supplies and equipment where necessary
b. Campus Disaster Preparedness / Recovery Team

1. Role

Every campus has a Campus Disaster Preparedness / Recovery Team which is responsible for the following:

- Coordinating all response activities on campus as well as activities for the recovery of the business and educational processes of the campus
- Physically securing the campus as required by the emergency situation
- Coordinating internal and external resources to ensure the campus has sufficient support to respond quickly and appropriately to the human dimensions of an emergency.

The Campus Disaster Preparedness / Recovery Team is divided into four segments based upon functional duties. The four segments are Emergency Response (ER), Business Recovery (BR), Campus Security (CS), and Personnel Support Services (PSS). Functional duties are outlined in the matrix on the following page.

2. Meetings

The team is required to convene every six months to discuss and document procedures. Team duties will be documented by the Campus President or Campus Administrator in a ‘Campus Disaster Preparedness / Recovery Meeting Notes’ in SharePoint. Automated emails will be sent to the Campus President if the Campus Disaster Recovery Checklist is not completed within a six month timeframe.

The Campus President is responsible for general oversight of the team and updating procedures. The Campus Preparedness / Recovery Team is divided into four functional areas. See functional areas along with team duties and team members documented in the matrix below.
<table>
<thead>
<tr>
<th>#</th>
<th>Functional Name</th>
<th>Overview</th>
<th>Functional Duties</th>
<th>Functional Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Emergency Response (ER)</td>
<td>The Emergency Response function is mobilized if the campus is planning for an event, if an event is imminent, or if an emergency condition actually exists or occurs. ER is responsible for taking immediate action in anticipation of or in the event of an emergency to first and foremost minimize injury or loss of life, minimize loss or damage to property, and to assess the extent of damage or disruption to campus operations. This function is also responsible for coordinating all response activity on campus.</td>
<td>1. Take immediate appropriate action by following established emergency response protocols to protect life and property and safeguard records and other proprietary information as necessary 2. Notify and coordinate activity with emergency first responders, outside resources and agencies as appropriate 3. Establish an initial perimeter around the impacted area and limit access to location 4. Provide first prevention services as required 5. Coordinate activity to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection 6. Obtain assistance from utilities services, contractors and other third-party service providers as required 7. Provide communications to the EEMT and other corporate representatives</td>
<td>ER is led by the Director of Admissions. Members include Academic Dean, Regional Controller, IT staff, Security Officer, Campus Administrator, Maintenance Coordinator.</td>
</tr>
<tr>
<td>2</td>
<td>Business Recovery (BR)</td>
<td>The Business Recovery function is mobilized for an emergency situation is stabilized to the point where actions can begin for the recovery of campus operations. BR is responsible for coordinating activities for the recovery of the business and educational processes of the campus.</td>
<td>1. Communicate recovery plan and status to the COO at ECA 2. Activate temporary workspace plan for the administrative office 3. Activate temporary classroom space plan as required 4. Coordinate activities with corporate, the campus facility landlord, local contractors and agencies as required to restore the campus to a normal operating environment 5. Document all actions taken</td>
<td>BR is led by the Dean. Members include Director of Admissions, Academic Dean, IT Staff, Security, Campus Administrator, Maintenance Coordinator.</td>
</tr>
<tr>
<td>3</td>
<td>Campus Security (CS)</td>
<td>The responsibility of the Campus Security function is primarily to physically secure the campus as required based on the emergency situation, and in so doing, help protect campus persons and physical and intellectual assets. CS also ensures a safe environment during the response and recovery phases of the emergency.</td>
<td>1. Identify security threats or vulnerabilities during an emergency and take appropriate action to manage these 2. Arrange for security support services in the event of an emergency 3. Maintain contact information for all emergency first responders and ensure that resources are available to support an emergency situation on the campus 4. Disseminate contact information to all campus personnel, including students 5. Coordinate security and safety activities with security resources during and after an emergency 6. Document all actions taken and resources procured</td>
<td>The CS is led by IT Support. Members include Director of Admissions, Academic Dean, IT Staff, Security, Campus Administrator, Maintenance Coordinator.</td>
</tr>
<tr>
<td>4</td>
<td>Personnel Support Services (PSS)</td>
<td>The People Support function has primary responsibility for the well being of students, faculty and staff during and following an emergency. This function coordinates internal and external resources to ensure the campus has sufficient support to respond quickly, sensitively, and appropriately to the human dimensions of an emergency.</td>
<td>1. Set up an information station for students, faculty, and staff to receive information and updates on the status of the emergency at the direction of the communications/Public Information team 2. Provide updates regarding the campus situation to students, faculty, and staff via Schoolcast emergency notification system 3. Establish the agenda and plan the logistics associated with any campus-wide meeting(s) during and immediately following an emergency 4. Plan and implement programs to assist students, faculty and staff cope with the psychological trauma associated with the emergency event 5. Assist outside emergency first responders as required 6. Arrange transportation for students, faculty and staff to obtain medical attention and/or counseling as needed 7. Serve as primary liaison between ECA campuses and the families of any person injured or killed during the event 8. Provide comfort and assistance to the families of any members of the campus community injured or killed in the crisis 9. Notify next of kin of students, 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 function must a. Verify information about those involved in the crisis b. Make prompt, sensitive and appropriate notification to next of kin (for proper consultation with county or state’s office, hospital or appropriate authority and if crisis management director) c. Handle any additional duties that may be related to family concerns, funerals, medical care, travel, accommodations, or other areas in which Virginia College should offer assistance 10. Mobilize appropriate personnel to assist families as necessary 11. Communicate with the EEMT to keep them well informed of events as they develop 12. Document all assistance provided and services procured</td>
<td>The PSS is led by the Campus Administrator. Members include Academic Dean, Office Manager/Campus Processing Specialist.</td>
</tr>
</tbody>
</table>
c. Communications/Public Information Team

1. Role:
The role of the Communications/Public Information Team (CPIT) is to provide timely and accurate information to all affected parties in the event of an emergency, including students, faculty, staff, corporate personnel, and the media. The team is also responsible for maintaining public relations with community stakeholders during and following an emergency.

2. Organization
The CPIT is led by CMO. Members include CEO, COO, CMO, CCO, VP-MKT, VP-COMM and EVP-HR.

3. Command Site
The CPIT convenes in the HQ Executive Conference Room if available and safe. The alternate location is CEO’s office.

4. Meetings
The CPIT is required to meet annually (November after the last start) to discuss and document procedures. Team duties will be documented in ‘Communications/Public Information Team (CPIT) Meeting Notes’ in SharePoint. Automated emails will be sent to the CMO and the VP-MKT if the CPIT Team Meeting Notes are not completed by November.

5. Team Duties
1. Ensure a timely flow of accurate information to the public and the media through a single spokesperson
2. Assist in controlling rumors and other misinformation
3. Prepare initial statements that can quickly be handed, faxed, or dictated to news media as well as being posted on ECA’s web site.
4. Respond to calls from media and others requesting information while avoiding impromptu verbal responses
5. Make arrangements for directions and reception of media visiting the campus with parking and meeting locations determined by the specifics of the situation
6. Dispatch a photographer or members of the CPIT to the scene of the emergency for documentation if appropriate
7. Communicate details to the public regarding information about chapels, funerals, and memorial services
8. Communicate details to the public regarding donations being accepted related to vital human services as required
9. Advise the EEMT of media reports related to the crisis
10. Schedule news conferences for the media as approved or directed by the crisis management director

11. Communicate with the EEMT to keep them well informed of events as they develop


d. Corporate Insurance Team

1. Role
The Corporate Insurance Team (CIT) is responsible for insuring that all policies are current, financial
deductibles and limits are proper, and that all facets of insurance coverage before and after an emergency
are managed in a timely manner. This is to ensure that the recovery action from insurance carriers is
prompt and fair.

2. Organization
The CIT is led by Corporate Controller. Members include Corporate Controller, CFO, and CCO.

3. Command Site
The CIT convenes in the HQ Executive Conference Room if available and safe. If unable to convene on
campus they will meet at their alternate site location.

4. Meetings
The team is required to meet annually in February (prior to insurance renewal) to discuss and document
procedures. Team duties will be documented in ‘Corporate Insurance Team Meeting Notes’ in
SharePoint. See link in SharePoint at ______________. Automated emails will be sent to the Corporate
Controller along with the CFO and CCO if the ‘Communications / Public Information Team Meeting
Notes’ are not completed by February.

5. Team Duties
1. Coordinate with ECA headquarters to ensure that all insurance premiums are current and that
documentation is safe, secure and accessible in the event of an emergency
2. Contact insurance carriers as appropriate when an emergency event occurs and coordinate
activities with the adjuster and claims office
3. Review the documentation of all emergency teams to ensure that it is complete, accurate and
ready for submission to the insurance carrier
4. Maintain claim documentation in a safe and secure location
5. Track status against any insurance claims
6. Coordinate with corporate legal for any follow up required as a result of claims filed against a
policy

1/17/2014

50
e. **IT and Telecommunications Team**

1. **Role**
The responsibility of the IT/Telecommunications Team (ITT) is to protect the technology assets of Virginia College and to assess and restore technology services that support the business and educational operations of the campus at the earliest possible time.

2. **Organization**
The ITT is led by EVP Campus Support and COO. Members include EVP Campus Support, COO, SVP IT, AVP IT, IT Support, BTS (outsourced supplier of telecomm).

3. **Command Site**
The ITT convenes in the EVP Campus Support’s Office if available and safe. The alternate location is conference bridge-(866) 652-2616, Conference Code- 8954714737 (Please contact AVP IT to establish conference call).

4. **Meetings**
The team is required to meet semiannually to discuss and document procedures. Team meetings will coincide with disaster recovery test procedures in February and July. Team duties will be documented in ‘IT Telecommunications Team Meeting Notes’ in SharePoint. Automated emails will be sent to the EVP Campus Support, COO, and SVP IT if the ‘IT Telecommunications Team Meeting Notes’ are not completed by February or July.

5. **Team Duties**
1. Manage spare equipment inventory to support emergency situations
2. Assess the impact of the emergency event on technology infrastructure
3. Secure replacement equipment to restore full service
4. Restore critical applications and systems for business operations
5. Maintaining secure offsite backups for system restoration
6. Assist EEMT and BRT with technology hardware and systems, including computers and telecommunications devices and networks
7. Ensure the Director of Facilities Construction & Maintenance and Enterprise Security Administrator (205-552-1203) are kept well informed of events as they develop
8. Communicate with the EEMT to keep them well informed of events as they develop