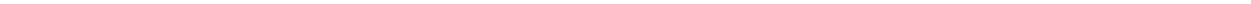


Dallas Nursing Institute

2019 CRISIS MANAGEMENT PLAN



IN CASE OF EMERGENCY, DIAL 9-1-1

Notify Administration at

(469) 941-8363

Back-up Contact: (469) 941-8304

Afterhours Contact: (469) 941-8396

Potential Emergency or Incident of Concern

To report a potential crisis, emergency, or other incident of concern occurring on or immediately surrounding the campus, contact Administration at the numbers listed above and the issue will be referred to the highest ranking member of the Crisis Management Team that is available.

The highest ranking member of CMT will assess the situation and take any further action required, including alerting the proper police, fire, public health, or other authorities.

Non-Emergency Contacts

Animal Control – 214.819.2115

Building Maintenance – 469.744.6280

Child and Family Guidance Centers – 214.351.3490

Janitorial Services – 972.971.0991

Poison Control – 1.800.222.1222

Rape Crisis Line – 214.590.0430

Suicide Hotline – 214.828.1000

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Purpose:

The purpose of the Crisis Management Plan (CMP) is to outline procedures, define terms, and delineate responsibilities for the Dallas Nursing Institute (DNI) to respond to a crisis or emergency. For the purpose of the guide, a crisis or emergency is defined as any incident occurring at or near DNI property or a campus-sponsored event involving staff, faculty or students that jeopardizes lives, health, or safety; public and/or private property; and the ability of the institution to reasonably carry on normal operations. Examples of emergencies may include: bomb threat, death of student/employee, major fire or power outages, suicide, natural disaster, legal claims against the college or irreparable harm to the college's reputation and business prospects or any situation that, in the judgment of others, poses a threat of life in danger or property damage.

Overview of Crisis Management:

Dallas Nursing Institute (DNI) recognizes the need to be as prepared as possible for crises and controversies. This document is designed to act as a resource in times of crisis and also a reminder of the importance of preparing for a possible crisis situation.

Priorities in implementing the CMP are life safety, incident stabilization, and property preservation. The CMP:

- Sets forth an organizational structure that can respond to an emergency
- Provides the Crisis Management Team with clear directions to coordinate all operations and all agencies responding to emergency incidents
- Assigns trained staff to critical functions
- Activates positions needed to manage emergency incident(s)

Depending upon the type and level of emergency, this Crisis Management Plan may be activated in full or in parts.

CRISIS MANAGEMENT TEAM (CMT)

Any DNI employee, upon learning of or suspecting a potential crisis or other incident of concern is occurring on or immediately surrounding the campus, should attempt to contact a member of the Crisis Management Team immediately in the order listed below.



DEFINITION OF A CRISIS/EMERGENCY LEVELS

For the purposes of this plan there are three types of crisis, as defined below. Type #1 does not involve the coordination of the Crisis Management Team (CMT) while Types #2 and #3 will require their coordination.

Any member of DNI's faculty or staff is authorized to make a decision to call 911. When in doubt, it is the campus's policy to err on the side of caution. After reporting an incident to the 911 operator, the caller should contact the Dean of Nursing and CMT member, Gwen Gaston.

The Executive Director or the highest ranking member of the CMT will assess the elements of the crisis and determine what level of crisis to which DNI must respond based on the following criteria:

Type 1 – Minor Emergency

This is a minor department or building crisis that can be resolved with existing campus resources or limited help. A Type #1 crisis is usually a one-dimensional event that has a limited duration and has little or no impact on DNI personnel or operations.

Type 2 – Major Emergency

This is a major incident that involves more than one department or building, and impacts sizable portions of the campus community. A Type #2 crisis may be a single or a multi-hazard situation, and often requires considerable coordination with external jurisdictions. Type #2 emergencies also include imminent events on campus or in the general community that may develop into a major campus crisis or a full disaster.

Type 3 – Disaster

This is a catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources.

Step One: Channel the Information

Any DNI employee, upon learning of or suspecting a crisis situation, should contact the Dean of Nursing and CMT member, Gwen Gaston. If the Dean of Nursing is not available, the employee should attempt to contact the next CMT member listed, Brigit Mattix, Director of Administration and Student Affairs. Because time is of the essence in crisis situations, employees must be especially persistent in tracking down a member of the Crisis Management Team (CMT). Upon learning of an incident, the CMT calls an emergency meeting.

Step Two: Assemble Crisis Management Team

The Crisis Management Plan will be activated by the highest ranking member available upon notification that an emergency situation has developed which warrants a coordinated response by DNI. The highest ranking member will:

- Notify all members of the CMT that the Crisis Management Plan has been activated.
- Notify TCS Education System (TCSES) of the event in order to avail DNI of any resources its strategic partner is able to contribute. Chief of Staff, and/or General Counsel are emergency contacts.
- Act as liaison with campus administration and external authorities.
- Convene the CMT at the designated location onsite or at an alternate site, if necessary.

The CMT will meet at the designated time, or no longer than two hours from the time first notified. The meeting place will be the conference room on campus which is central and has easy computer and phone access permitting on/off campus and long distance calls. In the event it is not possible to meet at the campus because of the type of crisis, the Dallas Nursing Institute CMT will meet at Starbucks, 1401 W. Campbell Rd., Richardson, TX, or at another location designated by the Team Leader.

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

Step Three: Define the Crisis

The CMT will assess the elements of the crisis and determine the level of crisis (Level 1 – Level 3) based on the pre-determined criteria. Depending on the type and level of crisis, the CMT will determine the appropriate response, relying on the outlined protocol later in this plan. For crises not contemplated in the plan, the CMT under the direction of the Executive Director will make decisions how to best protect life and property.

The CMT will rely on the support of the entire organization to quickly gather information pertaining to the crisis. The CMT will strive to immediately gather the following details about the crisis:

What happened?

Develop chronology of events.

Why did it happen?

What is DNI going to do about it?

What past actions has DNI taken to prevent such a crisis?

What is the status of official investigations?
Names and contact information of those involved.

Step Four: Campus Emergency Communications

Timely and accurate communication with the campus population during a campus emergency is critical.

Upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on the campus, the CMT will immediately notify the campus community. The institution will, without delay, and taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will compromise efforts to assist a victim or to contain, respond or otherwise mitigate the emergency.

The CMT will determine the appropriate response alternatives for the campus. Important elements to be considered by the CMT are: concern for the victim(s) and their families; communicating how DNI is handling the situation; demonstrating preventative measures that DNI has taken to prevent such a crisis; and communicating what measures DNI will take to prevent such an occurrence from happening in the future.

When doing so does not jeopardize life or property, the highest ranking member of the CMT, or the designated liaison on the CMT will consult with the TCSES Chief of Staff and Public Relations and Communications Manager about crafting crisis communications, especially non-emergency status notifications and any external communications to the public or media organizations.

Only the representatives explicitly authorized by the Crisis Management Team may distribute public statements or comments on behalf of DNI related to any developing, unfolding, or resolved crisis scenario.

Timely Warnings

Outside of emergency communications, DNI must provide a timely warning of crimes reported to campus security and local police agencies in a manner that is intended to prevent similar crimes from recurring and to protect the personal safety of students and employees. Decision to disseminate a timely warning will be made by the CMT on a case-by-case basis, in light of all the facts surrounding the crime and the continuing danger to the campus community. Crime Alerts will contain a brief description of the incident; the date, time, and location of the incident; and precautions to take. The amount and type of information presented in the warning will vary depending on the circumstances of the crime. Significant criminal incidents that might elicit a timely warning include, but are not limited to, crimes of violence or patterns of property crimes. For crimes considered a threat to other students or employees, victim names will be withheld from timely warnings. Anyone with information warranting a timely warning should report the circumstances to a member of the CMT and/or campus security personnel immediately.

Important Elements:

- Concern for the victim(s) and their families.
- Communicate how DNI is handling the situation.
- Demonstrate a solid track record.
- Demonstrate preventative measures that DNI has taken to prevent such a crisis.

Communicate what measures DNI will take to prevent such an occurrence from happening in the future.

Speed of response and completeness of information.

Tool:

Media spokesperson
Fact sheet/press releases

Step Five: Determine Appropriate Communication Systems

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

Internal Audiences:

- Employees, Faculty, and Staff
- Students
- Visitors
- Groups using facilities
- TCSES

Communications systems: meetings, e-mail, department directors, telephone, fax, DNI Portal Text/Email notification system and website.

Emergency response and evacuation procedures will be publicized using emergency notification system (DNI Portal) and physical notification by authorized personnel. This is designed to reach all DNI students, faculty and staff. In the event of an emergency evacuation, all faculty, staff, and students are directed to exit the building using the nearest exit. After exiting the building, they are directed to immediately move a minimum of 100 feet from the building. Physically challenged individuals are to wait at the designated personal rescue area located at the top of the stairs on the second floor for authorized emergency personnel to assist them.

External Audiences:

Media Tools: press release, campus website, press conference, media visits, telephone, fax, and website.

- Family and relatives of students
- Family and relatives of Employees, Faculty, and Staff
- Family and relatives of Visitors
- Alumnae
- Board of Trustees
- Advisory Boards
- Employers
- Community-at-large
- Neighbors
- Accrediting bodies
- System partners and partner students

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

Step Six:

Crisis Audit

In the aftermath of a crisis, the usual response is a strong desire to move forward and resume the normal activities of the campus. However, in order that the campus is best prepared to handle the next crisis, the CMT must evaluate how the crisis plan was effective and useful, where the plan fell short, and what changes should be made to the plan.

Follow-up Communication

Once the CMT determines that the crisis situation has passed, the designated representative(s) of the CMT should communicate the news to its internal audience and external audiences, as deemed necessary. The message can be disseminated in the form of a letter, newsletter, or meeting and should outline how the crisis was handled, what we learned and how we plan to move forward. The CMT will consult with the TCSES Chief of Staff and Public Relations and Communications Manager about tailoring a message that responds to these key audiences and manages reputation among the community-at-large.

Only representatives authorized by the Crisis Management Team may distribute public statements or comments on behalf of DNI related to any developing, unfolding, or resolved crisis scenario.

UPDATES, DRILLS AND TRAINING

The Crisis Management Team has overall responsibility for the coordinating and implementing of the Crisis Management Plan. The team will meet annually to evaluate the emergency procedures outlined in the plan and to consider revisions and updates. Following any emergency event, a Crisis Audit will be performed to review the Plan and make any revisions that would improve responsiveness to future events. The CMT will also exercise the plan on a yearly basis and provide a written summary of results and suggested changes to the plan, if any.

The Campus Executive Director serves as the lead Crisis Management team member. They will ensure that the campus building has appropriate building safety monitors assigned and that emergency evacuation procedures are posted throughout the facility. They will also ensure that the appropriate first aid and other relevant supplies are accessible in the building.

The lead crisis team member will also ensure that the Crisis Management Team, as first responders for the campus, trains internally and with outside units as available and appropriate.

Fire drills and other planned evacuations will occur twice yearly to ensure that staff, faculty and students are comfortable with the emergency process and to minimize chaos, confusion and possible harm in the event of a real crisis.

RESPONSIBILITIES OF ACADEMIC AND ADMINISTRATIVE UNITS

Department Phone Trees

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

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

The Director of Administration and Student Affairs will provide an updated phone listing by department semi-annually.

1. Try to remain as calm as possible.
2. Check the scene for safety and eliminate any unsafe conditions. Unless you are assisting the injured person directly, or have been asked to assist by another employee, please keep the area clear. Employees should not be loitering in the area, as it may cause additional stress in an already stressful situation.
3. Check the injured person and assess:
 1. Is there severe bleeding?
 2. Is the person unconscious? Is there a head injury?
 3. Is the person having trouble breathing?
 4. Is the person turning colors?

4. If **yes**, to any of these, **call 911 immediately**.

Have someone stay with the injured person (preferably a staff or faculty member).

When calling 911, you will need the following information:

1. Exact location of injured person
2. Name and age of injured person
3. Nature of the emergency (what happened?)
4. Condition of the injured person

DO NOT HANG UP UNTIL THE 911 DISPATCHER HANGS UP!!

5. Use your best judgment - if in doubt, call 911!!
6. Contact a CMT member to report the incident.
7. Ask the student or employee if there is a person they would like to have notified.
8. A student or employee has the right to refuse paramedic or hospital treatment.
9. After the incident, a CMT member will complete an Injury Report and will provide additional assistance as needed.
10. If deemed appropriate, the Executive Director will notify employees, with a need to know, regarding the status of the employee or student.

FIRST AID PROCEDURES - BASIC FIRST AID

1. Try to remain as calm as possible.
2. Assess the injury.
3. If the student or employee is able to go with you, take them to the nearest first aid station and administer the necessary assistance (Wear latex gloves for all first aid care).
4. If the student or employee is unable to go with you, have another employee get the first aid kit. Administer the necessary assistance (Wear latex gloves for all first aid care).
5. Someone should stay with the injured person at all times and pay attention to any changes in their condition.
6. If the student or employee needs to go to the hospital or go home, the Student Services Coordinator will assist in arranging transportation if necessary.
7. After the incident, please contact the Executive Director to complete an Injury Report.

IDENTIFIED FIRST AID STATIONS

Each of these locations has a basic first aid kit:

- Admissions reception
- Education faculty suite
- Library circulation desk

AED is located at:

- Room 111

Bodily Fluid spill kit:

- Room 103, Room 109, Room 111

First Aid CPR Certified Employees are listed below and are posted in the employee and student lounges.

- Elnora Armstead
- Candance Bailey
- Susan Barnes
- Shonda Benton
- Jamila Blount
- Anne Boroff
- Charlotte Chance
- Ranji Chaudhry
- Joseph Davis
- Nancy Deitchman
- Gwen Gaston
- Iris Hobson
- Keesha Jones
- Jodie Leamer
- Beatrice Love
- Harold Lynch
- Angela McKoy
- Cheryl Schroeder
- Shannon Whitehead

NOTIFYING FAMILY MEMBERS

A member of the Crisis Management Team should be informed prior to contacting family members of a student or employee injury or illness.

In the case of an injury or illness, in most cases, the student or employee can indicate who should be notified. In cases where a student cannot provide that information, the academic file in the Registrar's Office contains emergency contact information. The Human Resources Department can provide emergency contact information for faculty and staff.

In the event of a serious or life threatening injury, illness, or death, the Director of Administration and Student Affairs should be contacted immediately to assist with notifying the family. Notification regarding a student should be done by the Director of Administration and Student Affairs and the Dean of Nursing. Notification regarding an employee should be done by the Executive Director and the Human Resources Representative.

EMERGENCY EVACUATION PLAN AND PROCEDURES

Employees, staff and students should follow these steps to ensure safe exit from the building:

1. Stay calm. Stop work immediately. Grab your valuables but do not pack up work supplies or work in progress.
2. Follow directions for exiting your area. Exit building using nearest exit only. Floor Marshals are assigned to ensure safe exit from the building. They will ensure all people exit safely.
3. DNI request that any physically challenged student or guest notify the Disability Coordinator upon their arrival to the campus to make her aware of their specific needs in the event of an emergency.
4. After exiting, immediately head a minimum of 100 feet from the building.
5. Do not re-enter the building until emergency personnel provide authorization.
6. Emergency evacuation routes are posted inside each classroom and office next to the doorway.
7. If instructed to evacuate, determine whether it is safe to use the fire alarm system.
8. In the case of a bomb threat, the fire alarm could activate the bomb. Follow regular evacuation procedures.
9. If evacuated, no one is allowed in the building until the authorities have deemed the property safe.
10. If necessary, the CMT will develop any necessary communications.
11. Incident Report Form will be prepared and filed with the Executive Director.

Faculty members are responsible for ensuring the safe exit of all students in their classes. Faculty members are to remain with their class through the duration of the crisis. A map of the facility is attached to reference the proper building exit strategy.

1. Stay calm. Stop work immediately. Advise students to secure their valuables and prepare to exit the classroom and the building.
2. Grab your classroom roster, if possible, and direct your students to walk (not run) to the nearest exit for safe exit.
3. Close the classroom door after the last student has exited the classroom.
4. Follow directions for exiting your area of the building. There are emergency exits located throughout the building. Please see the facility map for a specific list.
5. A staff or faculty member should help escort any physically challenged individuals out of the building.
6. Once at the designated rendezvous point, use the class roster to identify whether any students are missing. Notify a Crisis Management Team member immediately if all students are not accounted for.
7. All faculty members are to wait with students until clearance is given to re-enter the building.

EMERGENCY EVACUATION PROCEDURES FOR FLOOR MARSHALS

In the event of a campus-wide evacuation, the below individuals are designated as Floor Marshals to ensure the safe exit of all faculty, staff, and students from the building. The following assigned station posts must be maintained throughout the emergency. Please direct unassigned staff to exit the building.

1. Stay calm. Stop work immediately. Proceed to your assigned station.
2. Direct all persons down the exit for which you are assisting and on to the rendezvous point where they should check in with their instructor or department.
3. Ensure all unassigned people exit the building so that no persons are unaccounted for.
4. Once the floor is deemed clear by the assigned Floor Marshal, proceed out of the building and on to the rendezvous point. Prior to exiting, Floor Marshals should ensure that all classroom and department doors are closed and rooms are clear of people.
5. Do not return to the building unless instructed to do so by a Crisis Management team member.

Physically challenged individuals are to wait at the personal rescue area located at the top of the stairs on the second floor for authorized emergency personnel to assist them. A staff or faculty member should wait with this individual and instruct another employee to notify personnel of their whereabouts.

Floor Marshals

Admissions/Reception Area – Terry Smiles

Education Faculty Suite – Gwen Gaston

Classrooms/Labs – Brigit Mattix, Jennifer Hostutler

EMERGENCY LOCKDOWN AND SHELTER-IN-PLACE

Examples of Conditions in which Lockdown or Sheltering in Place is potentially the best option:

- Severe weather (e.g., lightning, tornado, high winds)
- Active shooter/sniper
- Riot or civil disturbance
- Hostage situation
- Road, traffic, and/or transportation shutdown
- Special events/demonstrations
- Influenza pandemic or other infectious disease (i.e., isolating an immediate area and potentially exposed persons)
- Hazardous materials or conditions outdoors (e.g., chemical spill, pipeline rupture)

The Crisis Management Team will initiate the use of the DNI Portal Text/Email notification system and notify Floor Marshals in the event of a lockdown or shelter-in-place situation. The Floor Marshals will be expected to communicate the information in a calm and orderly manner to staff, students and guests within the building.

The Floor Marshals should attempt to determine where students, staff, faculty, and guests are within the building and should communicate using the phone system, cell phones, or email without leaving their location.

Lockdown

In a lockdown event, all staff, students, and guests will be directed to remain in the rooms they are in, and close and lock the exterior doors until they are notified that the crisis has passed and that it is safe to reopen the building.

Shelter in Place

Shelter-in-place is another precaution taken to keep individuals safe while remaining indoors. Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there.

How to Shelter-in-Place

Upon receiving a message from the CMT to shelter-in-place, remain calm and begin assessing your surroundings. Action steps must be quick and immediate:

- Stop what you are doing right away.
- Look for the best accessible space for sheltering. If outdoors, enter the closest building.
- Select interior room(s) with the fewest windows or vents. The room(s) should have adequate space to accommodate everyone. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, and classrooms without exterior windows work well.
- Avoid selecting a room with mechanical equipment like ventilation blowers or pipes. It is ideal to have a hard-wired telephone in the room(s) you select.
- Close and lock all windows, exterior doors, and any other openings to the outside, where possible. If advised there is danger of an explosion, close the window shades, blinds, or curtains.
- Have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
- Be alert for updates until you are told all is safe or you are told to evacuate. These updates may call for evacuation of specific areas.

0-48 Hours

If there are injuries, immediately transport injured parties to local hospitals via ambulance and other emergency vehicles. First-aid trained employees may provide some first aid on-site. An emergency team, determined by the Crisis Management Team, will maintain a list of students and employees transported from the site by emergency personnel.

Establish an Information Center on site where information can be gathered and dispersed.

Under the direction of the Executive Director, the center will be staffed by Department Managers and if needed Student Services staff. If additional support is needed, employee volunteers will be used. Employees will meet at Starbucks, 1401 W. Campbell Rd., Richardson, TX.

Create and distribute an information sheet with instructions to students and employees regarding what they need to do in the immediate future (i.e. stay in the area until further instructions are received, check in with the information center, go home, etc.)

Depending on the condition of the building, set up a "Retrieval Unit" which would allow a controlled number of evacuees to gain entrance to the building and to be escorted to their classrooms/offices to retrieve their belongings. This unit would be staffed with DNI employees.

Make phones available to enable all evacuees to call home/family.

The police or fire department may close down access to the building with the exception of emergency personnel. In this event, the Executive Director will hire additional security to maintain watch over the damaged building to protect any salvageable property.

If the emergency is such that evacuees cannot get home:

If the Emergency Services (fire and police) responded to the crisis, they may provide resources for emergency needs. If needed, call 911 for additional resources.

Student Affairs and the CMT will assist with finding lodging for evacuees. Review options for temporary lodging for displaced evacuees, including community spaces and local hotels and motels. Encourage those who live within walking distance to provide temporary housing for those who cannot get home immediately.

For those evacuees who cannot get home, have them report to the established Information Center. Require them to give their names, social security number, home address, phone number, emergency contact information, and record where they will be staying. This information may be used to account for the whereabouts of all evacuees.

The CMT and designated employees will check for safety: gas, water, sewage leaks, downed electric lines and shorts, turn off appropriate utilities, check for building damage and potential safety problems during aftershocks.

Wear protective shoes.

Clean up dangerous spills.

Turn on the radio and listen for instructions from public safety agencies.

Don't use the telephones except for emergency use.

Follow steps outlined in "Emergency Evacuation Contingency" should evacuation of people be necessary.

Refer questions from external parties and the media to the Executive Director or the designated Communications Lead.

After the Crisis (48+ Hours)

Continue public service related programs as deemed necessary by the Crisis Management Team following the event using campus and off campus media.

Provide counseling services for those students, faculty, and staff who may have lost a friend or a significant other and/or utilize bereavement services arranged by the Student Services Coordinator.

The Executive Director or the Leadership Team representative will hold a DNI campus meeting as soon as possible to thank everyone, give accurate information, get suggestions, reassure everyone and provide the next steps.

Biohazards.....22

Bomb Threats.....23

Chemical Spill.....26

Class Cancellation.....27

Communicable Disease.....28

Crime in Progress.....29

Death.....30

Demonstrations.....32

Explosion.....33

Fights.....34

Fire.....35

Gunfire or Stabbing.....36

Hostage Situation/Shooter on Campus.....38

Natural Disasters.....41

Police Officer Requesting Information.....42

Sexual Assault.....44

Substance Abuse.....45

Suicide Threat/Attempt.....46

Suspicious Package.....48

Theft.....50

Utility Failure.....51

Weapon on Campus.....52

BIOHAZARDS

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

Universal precautions will be observed by all DNI employees to prevent contact with blood and other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids will be considered potentially infectious. The underlying concept of universal precaution is that all body fluids are considered to be infectious.

- Latex glove use is required in any contact with people or contaminated articles in which direct exposure to blood or other body substances may be anticipated. Gloves must be removed immediately or as soon as feasible after contact and followed by a 10 second hand wash. Gloves are located in all first aid kits.
- Blood and body substance spills are to be promptly cleaned up by gloved personnel using a bleach solution. Contact building management for clean-up.
- Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately or as soon as feasible.
- Call building management to dispose of bloody gauze, gloves, and clean-up materials in a plastic bag and tie the bag securely. Dispose directly into dumpster.
- Sharp items should be considered as potentially infected and be handled with extraordinary care to prevent accidental injuries.
- Call building management for removal and disposal of "sharp container". Hypodermic needles should be handled carefully with tongs and gloved hands. Building management should wrap needle(s) in a towel and place them in a tin can.
- An Incident Report Form should be completed and submitted to the Executive Director.

1. Remain as calm as possible and continue talking to the caller.
2. Treat all threats seriously.
3. Try and follow “questions to ask” from the FBI Bomb Data Center (see #8). Repeat questions, if necessary.
4. Don’t hang up; stretch out the conversation.
5. Signal a co-worker to pick up an extension.
6. Ask the caller to repeat the message and write down any additional information.
7. Note any background noise as well as the caller’s gender, voice pitch and accent.
8. If possible, have a coworker call 911 and make a report.
9. Don’t allow the phone line to be used again so that law enforcement has the opportunity to trace the call.
10. Report situation to your supervisor or nearest CMT member. The CMT will order the evacuation of the building, if necessary.
11. Do not activate fire alarm for building evacuation, it may set the bomb off. The CMT will go to all classrooms and offices and notify people to evacuate.

Bomb Threat Questionnaire

Questions:

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

Threat Language

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

Caller's Voice

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

Who did it sound like? _____

Background Sounds

- _____ Street noises
- _____ Factory machinery
- _____ Crockery
- _____ Animal noises
- _____ Voices
- _____ Clear
- _____ PA System
- _____ Static
- _____ Music
- _____ Local
- _____ House noises
- _____ Long distance
- _____ Motor
- _____ Office machinery
- _____ Other _____

Write the exact wording of the threat:

Gender of the caller: _____ Race:_____ Age:_____

Number at which call is received: _____

Time: _____

Date: _____

Remarks:

Name: _____

Position: _____ Phone number: _____

Report call immediately to: 911, your supervisor, or nearest CMT member.

CHEMICAL SPILL

Observe the following procedures in the event of a chemical or radiation spill:

1. Report any spillage of a hazardous chemical or radioactive material immediately by calling 911, and a member of the CMT.
2. When reporting, be specific about the nature of the material involved and the exact location of the spill. The CMT will contact the necessary specialized authorities and medical personnel.
3. Move away from the spill and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke.
4. Those who may be contaminated by the spill should avoid contact with others, remain in the vicinity, and give their names to the CMT. As necessary, first aid and cleanup by specialized authorities should be started at once.
5. A member of the CMT on-site should vacate the affected area at once and seal it off to prevent further contamination until the arrival of the CMT and personnel from Environmental Health and Safety Programs.
6. If a building emergency exists, activate the building alarm.
7. Evacuate the building immediately.
8. Do not return to an evacuated building unless told to do so by an authorized official.

CLASS CANCELLATION- INCLEMENT WEATHER

Campus administration monitors severe weather conditions. The decision to cancel classes is made by the Executive Director in consultation with the Dean of Nursing and Director of Administration and Student Affairs.

Morning classes should be cancelled no later than 4:00 a.m.
Afternoon classes should be cancelled 3 hours prior to their scheduled start time when possible.
Evening classes should be cancelled no later than 2:00 p.m.

Emergency notification will be placed on the campus's main site and the Student Gateway via the DNI Portal notification system by the Dean of Nursing (or her designee).

Campus closures/class cancellations due to inclement weather will also be posted on the following local new channels by a member of the CMT:

ABC – WFAA Channel 8

CBS – KTVT Channel 11

FOX – KDFW Channel 4

NBC – KXAS Channel 13

COMMUNICABLE DISEASE

A communicable disease is an infectious disease that is spread from person-to-person through casual contact or respiratory droplet exposure. A significant outbreak is the occurrence of 3 or more cases of one or more of the following communicable diseases:

- Pandemic Influenza (this includes H1N1 influenza)
- Meningococcal meningitis
- Tuberculosis (TB)
- Measles
- Mumps
- Hepatitis A
- Bioterrorism Event – using a communicable agent

Other less serious infectious diseases, such as chicken pox, influenza, and community acquired MRSA skin infections will be handled on a case-by-case basis.

The Executive Director should be notified immediately in all known or suspected cases of the above diseases involving any member of the DNI community. The Executive Director will notify and activate the CMT and enact the policy for dealing with infectious diseases, which includes contacting the appropriate state and government local agencies as well as TCS ES.

The sick employee(s)/student(s) should be isolated in a pre-determined “sick room” until they can safely return home and/or seek medical treatment, and be escorted from the building wearing a mask to prevent spread of the illness. Students and staff with illness are urged to stay home until at least 24 hours after they no longer have a fever or signs of a fever (without help of fever medication) Exposure to someone with the flu alone – without exhibiting any symptoms oneself – no longer rises to the level of precautionary absence.

The CMT will be notified to begin clean up measures and enact preventive measures for the spread of the disease. As necessary, the Executive Director will draft and facilitate dissemination of pertinent information via campus email, campus sites, DNI Portal Text/Email notification system and other appropriate outlets.

If you are experiencing a crime you should:

1. Stay calm, give money or meet demands if possible.
2. Call 911.
3. Secure the area and move to a safe environment.
4. Contact a member of the Crisis Management Team as soon as possible.

If you are a witness to a crime in progress, you should:

1. Stay calm and do not get involved with the crime.
2. Call 911.
3. Contact a member of the Crisis Management Team as soon as possible.

DEATHS- DEATH OF AN EMPLOYEE

- Person aware of employee's death immediately notifies appropriate Department Manager.
- Department Manager, usually the supervisor of the deceased, notifies the corresponding Leadership Team member.
- The Leadership Team member notifies the Human Resources Representative and the Executive Director.
- The Executive Director, in conjunction with the Human Resources Representative, immediately prepares a memo to faculty, and staff regarding the employee's death. Depending upon the circumstances, a public statement may also be prepared.
- If the deceased was a faculty member, the Dean of Nursing attends each of the classes taught to notify students of the instructor's death.
- The employee's Department Manager submits requests to IT to deactivate the voicemail and e-mail of the deceased.
- The Department Manager or the Human Resources Representative removes company property from the deceased employee's work station.
- The Human Resources Representative notifies insurance plans, gathers information for the family of the deceased including life insurance, retirement plan beneficiary, and distribution process.
- The Executive Director's office sends flowers or "in lieu of" to the family.
- The Executive Director and the Human Resources Representative determine the appropriateness of a campus memorial service.
- If the death is sudden, or the result of violence or suicide, group debriefings may be appropriate. Student Services can make arrangements for these meetings.

- Verify that the deceased student has been properly identified.
- Verify notification of family. Initial notification should impart only the essential information identifying the administrator by name and title and telephone number for further contact, the cause of death, and the locality of the deceased student. The family should be asked to begin making arrangements for someone to come to the campus. The administrator should make a second contact with the family in a short time to answer questions and learn of travel and other arrangements made by the family.

Student's Family Member

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

- Forward the call immediately to the Executive Director.
- The Executive Director will get information about the family member from the caller.
- The Executive Director will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The Student Services Coordinator will provide emotional assistance to the student as needed. Student Services may also assist the student with arrangements for getting them home, etc.
- The Student Services Coordinator will notify the student's program chair.

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

- Contact the Student Services Coordinator to meet with the family member.
- Arrange for the notification to occur in a private office. Ask the family member if having a staff member present is desired. If so, the Student Services Coordinator should remain.
- Notify the appropriate program chair of the situation.

Follow-up:

For a reasonable period of time after the student's death, the Student Services Coordinator should follow-up with DNI offices originally notified. The purpose of the follow-up is to ascertain that the student's permanent file contains notation of the student's death, that the student will no longer receive mail, notifications, and that sending billing statements are no longer appropriate.

In the event of a demonstration on campus grounds:

1. Keep calm. Resistance may only increase destruction of property and threat to bodily harm.
2. Gather the following information:
 - a. Location
 - b. Approximate number of demonstration leaders
 - c. Size of demonstration group
 - d. Obvious objective or demand of group
 - e. Describe if group is rational, organized, violent, etc.
3. Notify a member of the Crisis Management Team.
4. Remain near the area but out of harm's way until security and the CMT arrive.

Observe the following procedures if you are in a building that suffers an explosion:

1. Leave the building as soon as possible. Do not stop to retrieve personal possessions or make phone calls. If objects are falling around you, get under a sturdy table or desk until they stop falling. Then leave quickly, watching for weakened floors and stairs and falling debris.
2. If there is a fire, stay low to the floor and exit the building as quickly as possible.
3. Cover your nose and mouth with a wet cloth or handkerchief. When approaching a closed door, use the back of your hand to feel the lower, middle, and upper parts of the door. Never use the palm of your hand or fingers to test for heat. If the door is not hot, open it slowly and ensure that fire and/or smoke is not blocking your escape route before continuing. Be prepared to crawl as smoke, poisonous gases and heat rise. If the door is hot, do not open it, but try to escape through a window. If you are on a high floor, hang a white or light-colored cloth or rag outside the window to alert fire fighters of your location.
4. If you are trapped in debris, do not light a match. Do not move about or kick up dust. Cover your mouth with a handkerchief or clothing. Rhythmically tap on a pipe or wall so rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort when you hear sounds and think someone will hear you. Shouting can cause the inhalation of dangerous amounts of dust.
5. If you are able to exit the building, follow evacuation procedures.

In the event that a fight breaks out on campus or a physical assault takes place, the following procedure should be followed.

- If you are a witness/victim of an assault:
 - 1) Do not attempt to interfere/apprehend the assailant
 - 2) Contact the Director of Administration and Student Affairs. 9-1-1 should be called immediately if the situation is dangerous or escalating.
 - 3) Follow Medical Emergency section procedures if warranted
- The Student Services Coordinator will gather information, inform the Executive Director and complete an Incident Report Form to submit to the Executive Director.
- Campus authorities can assist a student in reporting violations at the student's request, as well as assist in providing counseling referrals, emotional support, and referrals to local hospitals and other services.
- If the alleged perpetrator is a student, the Director of Administration and Student Affairs will further investigate the situation and explore disciplinary action.
- If deemed necessary, a public statement will be developed by the Executive Director.

Long Term/Preventative:

- Ongoing awareness of the campus's policies on physical assault and the campus environment.

1. Upon discovering a fire, close the door to the room where the fire is located.
2. Use your best judgment and, if the fire is small, you may wish to fight it with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting. If you are not sure, read the instructions on the extinguisher.
 - a. Fire extinguishers are located in all hallways of the building. All kitchens contain fire extinguishers, which should be used for kitchen fires only.
3. Call 911. Next, call the Executive Director at extension "8325". Give your name, location, telephone number, and location of the fire.
4. If the fire is large, or rapidly spreading, evacuate the building immediately. Inform others in the building that may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate. Warn others who may enter the building after the alarm stops.
5. If time permits, collect valuables and lock files and office doors before leaving. Walk, do not run, to the nearest stairway exit. Follow Emergency Evacuation Plan.
6. Notify either safety personnel or fire fighters on the scene if you suspect someone may be trapped inside the building.

1. Do not attempt to apprehend or interfere with the assailant(s).
2. Call 911.
3. Notify anyone on the CMT.
4. The police will determine the course of action to take to ensure the safety of those in the vicinity of the incident. If evacuation is necessary, no one is permitted back into the building until the police or a member of the CMT authorizes re-entry.
5. The CMT will designate a DNI liaison. The liaison will wait by the building entrance to meet and guide the emergency personnel. All communications with authorities will be made by the Executive Director. Staff, faculty and students are instructed not to talk to the media.
6. The liaison will identify key personnel to assist with authorities' directives. This may include Security, CMT, Academic and Department Managers.
7. A CMT member will provide a copy of the floor plan of the building to the Police, upon request.
8. The Executive Director will instruct the front desk receptionist on how to respond to phone calls regarding the situation.

Once the immediate crisis is resolved:

- For those indirectly affected by the incident, dismissal should occur after an official announcement is made regarding what happened.
- For those directly affected by the incident: groups consisting of no more than 20 people will be de-escalated by a member of the CMT and given time to talk and express concerns or issues prior to dismissal. The emergency services personnel and/or the Director of Administration and Student Affairs can arrange for additional outside services as necessary.

If injuries and/or death are involved:

- Family members of all casualty victims are notified as soon as possible. The Executive Director and/or the Director of Administration and Student Affairs will coordinate this communication.
- Follow procedures under "First Aid and or "Death of a Student/Employee".
- The Executive Director will set up a phone line providing information to those that are calling for information.
- Review security measures and make any necessary adjustments.
- The Director of Administration and Student Affairs files an Incident Report Form with the Executive Director.
- Corporate Legal Counsel is notified of the situation.

- Faculty and staff are advised by the Director of Administration and Student Affairs to identify and refer those students or employees at high risk for emotional disturbances. These may include relatives and close friends of the deceased and classmates who may have witnessed or come upon the death scene.

Long-term:

- Periodic mandatory de-briefing meetings with those directly affected by the incident by Student Services Coordinator unless given an outside referral.
- Continue identification of high-risk students and referrals to outside counselors.
- Provide ongoing support and instruction for students and employees who will be giving testimony or dispositions.

ACTIVE SHOOTER

An active shooter is a person or persons who are actively engaged in killing or attempting to kill people, or injure people, in a confined or populated area. In most cases, active shooters use firearm(s). In some cases, active shooters use improvised explosive devices to cause additional destruction. Active shooter situations evolve rapidly, demanding immediate response by local authorities.

All active shooter events are to be immediately reported to local authorities by calling **9-1-1**. The Crisis Management Team should be informed only after 9-1-1 has been contacted.

The following actions are recommended:

EVACUATE

If there is an accessible escape path and you feel it is safe to leave, exit the building/area immediately.

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow instructions from law enforcement officials
- Do not attempt to move wounded people

CALLING 911

When safe, call 9-1-1 and provide as much information as possible.

- Location of the active shooter
- Number of shooters on site
- Physical description of shooter
- Number and type of weapons held by shooter
- Number of potential victims at the location

HIDE OUT

If exiting the building/area is not possible or you do not feel it is safe to leave, find a place to hide where the active shooter is less likely to find you.

- Your hiding place should:
 - Be out of the active shooter's view
 - Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - Not trap you or restrict your options for movement
- To prevent an active shooter from entering your hiding place:
 - Lock the door
 - Barricade the door with heavy furniture
- If the active shooter is nearby:
 - Lock the door
 - Silence your cell phone and other personal electronic devices

- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet
- If evacuation and hiding out are not possible:
 - Remain calm
 - Dial 911, if possible, to alert police to active shooter's location
 - If you cannot speak, leave the line open and allow dispatcher to listen

TAKE ACTION

As a last resort, and only when your life is in imminent danger, it is your sole decision to take action and attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers wear regular patrol uniforms or external bulletproof vests, Kevlar helmets and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

When law enforcement arrives on the scene:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

HOSTAGE SITUATION

If You Are In a Hostage Situation:

1. Be patient. Time is on your side. Avoid drastic action. The initial 45 minutes are the most dangerous.
2. Follow instructions and be alert. The captor may be emotionally disturbed.
3. Do not speak unless spoken to, and then only when necessary.
4. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile.
5. Maintain eye contact with the captor when possible, but do not stare. Treat the captor like royalty.
6. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments.
7. Expect the unexpected.
8. Be observant. You may be released or escape. The personal safety of others may depend on your memory.

Blizzard

In the event of a blizzard, students and employees will be instructed to remain on campus or at home and follow instructions from the CMT regarding campus closure, evacuation or lockdown. The CMT will coordinate with the appropriate parties to ensure the safety of employees and students.

Flood

Floods are the most common and widespread of all natural disasters--except fire. In flood situations, the following should be followed:

If the flooding is caused by a pipe break, sink overflow or other plumbing problem:

1. During normal business hours, notify security and/or a member of the CMT.
2. Try to identify the source of the water and turn it off if this can be done safely.

If the flooding is caused by heavy rains or winter snow thaw:

1. During normal business hours, notify security and/or a member of the CMT. Attempt to close doors and windows to prevent additional water from entering the building, if possible.
2. Focus resources on minimizing the spread of water to other areas of the building.
3. If able:
 - a. Protect property and records by removing items from floors and /or covering items with water-resistant coverings.
 - b. Move items of value to higher ground.
 - c. Unplug electrical equipment such as computers, printers, etc. if it is safe to do so. If electrical circuits appear to be getting wet, leave the area immediately.
4. If immediate evacuation is necessary, use the fire alarm system to notify building occupants.

Tornado

It is virtually impossible to outrun a tornado; therefore, one should seek shelter whenever a tornado warning is issued.

The National Weather Service issues severe weather warnings using the following terms:

- A "tornado watch" means that tornadoes could develop in the designated area.
- A "tornado warning" means that a tornado has actually been sighted in the area or is indicated by radar.
- A "severe thunderstorm watch" indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail, and heavy rain.
- A "severe thunderstorm warning" means that a severe thunderstorm has actually been sighted in the area or is indicated by radar.

Tornadoes occur with little or no warning; thus, little or no advance planning can be accomplished.

If a tornado should occur while on campus, one should immediately take cover in one of the following interior rooms: 103, 109, 120, 122, 133, 137, or one of the restrooms. If caught outside with no time to reach an inside shelter, lie flat in the nearest ditch, ravine, or culvert, with hands and arms shielding one's head. Be sure to leave the ditch, ravine, or culvert immediately after the tornado has passed to avoid the possibility of flash flooding. If in an automobile, follow the same rules as outlined above.

LAW ENFORCEMENT OFFICER REQUESTING INFORMATION

- Always confirm a law enforcement officer identity by requesting badge information and writing it down. Contact the appropriate parties to verify that the officer has the appropriate jurisdiction. Refer the officer to the office of the Registrar. The Registrar will proceed as follows:

If Officer does not have a subpoena

- In compliance with FERPA, the Registrar may provide the following directory information, if requested, which is personally identifiable information that may be disclosed without the student's consent unless the student has opted not to have this information disclosed. (It is recommended, especially if the information requested is lengthy, that you ask for the police officer to put the request on official stationary.)
 - o Student's name
 - o Address: Local, Email and Website
 - o Telephone number (local)
 - o Date and place of birth
 - o Program of study
 - o Participation in officially recognized activities
 - o Dates of attendance
 - o Degrees and certificates awarded
 - o Most recent previously attended campus
 - o Photograph of the student, if available
 - o Enrollment status (*i.e.*, enrolled, continuing, future enrolled student, reentry, leave of absence, etc.)
- In compliance with FERPA, the Registrar may not disclose any other personally identifiable information from the records of a student without prior written consent of the student (ex. Class schedule, grades, disciplinary records, attendance records, etc.).
- In addition, we can turn over information to the police if one of the FERPA exceptions applies, such as when a health and safety emergency exists, or the police have a subpoena (see below).

If the Officer has a subpoena

- Determine the type of subpoena. If an ex parte subpoena, do not notify student.
- Make copy of subpoena.
- Notify the students involved that you have received the subpoena and plan to disclose the requested information.
- Provide only information requested in the subpoena.

LAW ENFORCEMENT NEEDS TO LOCATE OR ARREST A STUDENT

If a law enforcement official needs to locate or arrest a student and is inquiring if the student is on campus, the campus should:

If the student is registered to be in a class currently running, a member of the Leadership Team should take the law enforcement official to a private office or conference room and have them wait there while he/she goes to the student's class and brings the student to the law enforcement official unless the Leadership Team member has reason to believe that confronting the student may place him/her in an unsafe situation.

If the student is not in the class or is not registered to be in a class currently running and we have no knowledge if the student is on campus, or of his/her whereabouts on the campus, our obligation to help the law enforcement official locate the students has been met at that time.

Examples of law enforcement officials include, but are not limited to:

- Police officer
- Immigration and Customs Enforcement agent
- Federal marshal
- State trooper
- CIA
- Sheriff
- FBI
- Drug Enforcement Agency

SEXUAL ASSAULT

DNI Community Members who have experienced sexual misconduct, or are aware of incidents experienced by other DNI Community Members should immediately report the incident to the local police department.

Reporting sexual assault, domestic violence, dating violence, and stalking to the police does not commit the Complainant to further legal action. However, the earlier an incident is reported, the easier it will be for the police to investigate, if the Complainant decides to proceed with criminal charges.

In addition, members of the DNI community, including employees, supervisors, co-workers, vendors, consultants, visitors or other students, are encouraged to report incident(s) of sexual misconduct to The School's Title IX Coordinator. The School's Title IX Coordinator is:

Jennifer Hostutler
Student Services Coordinator/Title IX Coordinator
jhostutler@dni.edu
Main: (469) 941-8322
Office: Student Affairs

Complainants are not required to report to area law enforcement in order to receive assistance from or pursue any options within DNI.

The Title IX Coordinator will provide Complainants of sexual misconduct with information about available support services and resources, and also assist the Complainant in notifying law enforcement, including the local police, if the Complainant elects to do so.

Long Term/Preventative:

Ongoing training on sexual assault awareness, prevention and procedures for staff, faculty, and students.

Awareness/educational programs to promote awareness and prevention of rape and other sexual offenses.

Under the Influence

Crisis: A person is acting drunk, high, or impaired while on campus property or at a campus-sponsored event.

- In all cases an assumption should not be made about the reason for the condition. The person in authority observing the situation needs to gather as much information as possible and should address any concern about observable behavior.
- If the nature of the impairment is unknown, the Dean of Nursing should be contacted to determine the problem and to ensure the individual's well-being.
- Someone impaired or acting under the influence of substances should not be permitted to stay in the building. They should be asked to leave by the department manager, Director of Administration and Student Affairs, or another member of the Leadership Team. If the individual is cooperative but appears potentially dangerous to him/herself or others due to the impairment contact the Director of Administration and Student Affairs or the Executive Director. The Director of Administration and Student Affairs or the Executive Director will call someone (family, roommate, friend, etc.) to escort him or her home or call a taxi, if no one is available. If the individual is uncooperative, the police should be contacted.
- The witnessing staff or faculty member will complete the Incident Report Form in as much detail as possible and submit copies to their Department Manager and to the Executive Director. The Department Manager and Executive Director will determine whom else needs to be involved to handle the problem based on the nature of the situation.
- The Director of Administration and Student Affairs will take disciplinary action if the incident involved a student in accordance to policies outlined in the academic catalog. If an employee, the appropriate Department Manager or the Executive Director will take action.

Long Term/Preventative:

- Ongoing training for staff, faculty, and students is available about DNI's Drug-Free environment policy and how to handle situations, consequences or infractions.
- Ongoing awareness programs are available about substance abuse issues particular to college students.

SUICIDE THREAT/ATTEMPT

- In the event that DNI has reasonable cause to believe that a student attempted or will attempt suicide or has engaged in efforts to prepare to commit suicide, DNI will generally require the student to undergo a mandatory assessment at his or her own expense by an outside licensed mental health professional.
- Such assessment may include, but is not limited to a psychological evaluation at a local hospital and/or emergency room to ensure the safety of the student and the larger community. The assessment should take place immediately and the student should sign a release of information allowing the mental health professional to communicate with campus staff information related to the student's safety and well-being.
- The purpose of the mandated assessment is to gather information and recommendations about the student's condition, his or her need for psychiatric hospitalization and to provide the student with appropriate psychological and psychiatric referrals. DNI will ask the mental health professional to share information about what steps the campus might take to protect the safety of the student and the campus community at large.
- Students with psychological impairments which affect the student's ability to function in the campus community (academically, socially or otherwise) may be presented with the option or requirement for a medical withdrawal or a medical leave of absence.
- Students who have to be hospitalized due to a suicide attempt and/or suicidal ideation will be placed on an administrative leave of absence which will remain in effect until the student provides appropriate documentation from a licensed mental healthcare provider stating that the student can safely return to DNI and is not believed by the healthcare provider to present a threat to harm himself/herself or others. Students will remain on an administrative leave of absence no more than 45 days. Within that 45-day period, the Leadership Team will render a decision as to the student's future with DNI.
- Notwithstanding, DNI at its discretion may set restrictions and/or conditions for the student to return to campus including receiving outside counseling and/or signing a safety contract.
- DNI cannot provide the long-term psychological treatment that is necessary for students experiencing suicidal distress. Because of the serious nature of attempted suicide and/or suicidal ideation, the student's parents or other support person(s) may be contacted by DNI and informed of the student's condition. The Family Educational Rights and Privacy Act (FERPA) permits campus officials to contact parents without the student's consent, "if knowledge of the information is necessary to protect the health and safety of the student or other individuals." If circumstances indicate further harm may come to a student by contacting family members, other options may apply. Failure to adhere to the guidelines outlined herein may result in disciplinary action.

How to help a student

- If you notice any warning signs in a student, there are ways that you can be helpful.
- Be honest and express your concerns. For example, "You seemed really down lately; is something bothering you?"

- Ask directly about thoughts of suicide. For example, “Have you thought of hurting yourself?” If suicidal thoughts are expressed it is important to contact Hopeline at 1-800-784-2433. Call 9-1-1 (dial 9 first if using a campus phone) if there is an apparent immediate threat of suicide.
- Listen and offer emotional support, understanding and patience.
- Convey the message that depression is real, common and treatable. Suicidal feelings are real and preventable.
- Offer to accompany the student to the Student Services Coordinator for an outside referral.

Resources

- If a student needs help, please contact 9-1-1 (dial 9 first if using a campus phone). The following organizations may also help, providing additional information about depression and suicide. DNI will provide a list of available psychologists to contact. If you or someone you know is contemplating suicide, call 1-800-SUICIDE (1-800-784-2433) or www.hopeline.com. National Mental Health Association 1-800-969-6642 or www.nmha.org/index.cfm. National Institute of Mental Health 1-800-421-4211 or www.nimh.nih.gov.
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SUSPICIOUS PACKAGE

1. Evaluate all articles received. Take caution whenever receiving mail or packages of suspicious origin or questionable content.

How to Recognize a Suspicious Mail Item:

- Excessive postage, no postage, or non-canceled postage
- No return address or fictitious return address
- Improper spelling of names, titles or locations
- Unexpected envelopes from foreign countries
- Suspicious or threatening messages written on packages
- Postmark with different location than return address
- Distorted handwriting or cut-and-paste lettering
- Unprofessionally wrapped packages or excessive use of tape, strings, or other wrapping
- Packages marked "Fragile: Handle with Care," "Rush: Do Not Delay," "Personal" or "Confidential"
- Rigid, uneven, irregular, or lopsided packages
- Packages discolored, oily or with an unusual odor
- Packages with soft spots, bulges, or excessive weight
- Protruding wires or aluminum foil

2. Remain calm.
3. Do not open the package or letter.
4. Do not shake or empty the contents of a suspicious package or envelope.
5. Do not carry the package or envelope, show it to others or allow others to examine it.
6. Put the package or envelope on a stable surface; do not sniff, touch, taste, or look closely at it or any contents that may have spilled.
7. Do not touch your eyes, nose or other body parts.
8. Shut off window air conditioning units and fans.
9. Isolate the package and secure the room by shutting all doors and windows.
10. Thoroughly wash hands with soap and water.
11. Report to the Executive Director of Member of the CMT immediately and they will call 911. If unable to reach a member of the CMT, call 911.
12. Advise fellow co-workers to avoid the area.
13. Don't leave the area until told to by responding officers.
14. Ensure that all persons who have touched the letter wash their hands with soap and water.
15. Make a list of all persons who touched the letter or package and who were in the area when the letter was opened.
16. After examination of package, shower with soap and water.

THEFT

1. As soon as a theft is discovered on campus and the item is not located in lost and found, report the theft to the Director of Administration and Student Affairs. Ask janitorial staff to check trash cans.
2. Victim is encouraged to file a report with the Richardson Police Department by calling 972.744.4800.
3. Complete an incident report form and submit it to the Executive Director.
4. Encourage victim to check lost and found locations and report found items (if applicable) to the Executive Director.

UTILITY FAILURE

Notify security and/or a member of the CMT in the event of a major utility failure or if there is potential danger to building occupants. Follow the standard evacuation procedures if a building emergency exists. Always observe the following procedures if utility emergencies arise:

Electrical/Light Failure

Assign a member of CMT to determine whether anyone is trapped or requires immediate assistance. Determine whether this is a building-related or city-related outage and plan accordingly.

Campus buildings may not provide sufficient illumination in corridors and stairs for safe exiting. Utilize flashlights and other sources of light to safely exit the building.

Natural Gas Leak

Cease all operations. Do not switch on lights or any electrical equipment. Electrical arcing can trigger an explosion.

If the smell is inside and the area can be ventilated via an open window, do so.

Call a member of the CMT immediately. Give your name, location of the leak, and any other information you feel is useful.

If the situation warrants, a member of the CMT will activate the building alarm and begin standard evacuation.

Plumbing Failure/Flooding

Cease using all electrical equipment and notify a member of the CMT.

Ventilation Problem

If smoke or other noxious odors come from the ventilation system, immediately notify a member of the CMT. If necessary, cease all operations and vacate the area.

Phone and Network Failure

Notify the Executive Director immediately. The Executive Director will work with TCS IT to restore phone and network capability.

Crisis: Student, employees, or visitor has a weapon, such as a gun or knife on campus.

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

Non-threatening situation: Possession of weapon is noted.

- Individual aware of the weapon possession reports the situation to a member of the CMT.
- The CMT member will consult with the Executive Director and make a determination regarding who, in addition to Security, should confront the individual with the weapon. The police may be contacted, if appropriate to the situation.
- If the individual is a student or employee, he/she will be approached and asked to remove the weapon from the premises. If the person is a visitor, he/she will be escorted out of the building by Security.
- If the individual declines to remove the weapon from the premises, Security or the police will escort him/her from the premises.
- Follow-up disciplinary action will be taken by the Director of Administration and Student Affairs in accordance with policies as outlined in the academic catalog, if a student is in possession of a weapon. If the visitor was visiting students or employees, their host will be subject to disciplinary review by the Director of Administration and Student Affairs or their department manager.

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

- Do not attempt to apprehend or interfere with the person with the weapon.
- Attempt to retreat discreetly and assist or facilitate others to do likewise.
- If unable to retreat, stay calm and quietly signal for help.
- Maintain eye contact with weapon carrier.
- Stall for time and speak calmly to the perpetrator.
- Keep talking, yet follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never attempt to grab the weapon.
- Watch for a possible chance to escape to a safe area.

- As soon as safely possible, call 911. Provide them with your name, location, and information about the situation including type of weapon, physical description, and mental state of person with weapon.
- Notify a member of the CMT and the front desk receptionist of the situation and locations to assist with directing emergency personnel.
- If needed, the DNI Portal Text/Email notification system will be used to notify members of the campus community.

EMERGENCY CONTACT – CRISIS MANAGEMENT TEAM

Name	Direct Line	Email Address
Executive Director	469.941.8325	
Brigit Mattix, Director of Administration and Student Affairs	469.941.8304	bmattix@dni.edu
Gwen Gaston, Dean of Nursing	469.941.8313	ggaston@dni.edu
Jennifer Hostutler, Student Services Coordinator/ Title IX Coordinator	469.941.8322	jhostutler@dni.edu

Animal Control – 214.819.2115

Building Maintenance – 469.744.6280

Child and Family Guidance Centers – 214.351.3490

Janitorial Services – 972.971.0991

Poison Control – 1.800.222.1222

Rape Crisis Line – 214.590.0430

Suicide Hotline – 214.828.1000

Campus

The following items may be included/considered as appendices for this plan:

- Building floor plans/Emergency Exits

