

# **SOUTH COAST COLLEGE**

**ADDENDUM B PART 03**

## **CRISIS RESPONSE PLAN**

**2025-2026**

# Introduction

## **I. Crisis Scenarios**

The Crisis Response Plan establishes procedures for school staff to respond effectively to a variety of crisis scenarios and to facilitate effective communications with various publics.

“Crisis” is defined as **any event severe enough to disrupt routine school operations** and one that requires an organized response. This plan is focused to provide organized and timely responses to the following likely or possible scenarios:

### **Medical/Personal Safety**

- Food-borne illness
- Chemical incident
- Disease outbreak
- Unknown substance(s) on campus
- Death of student or employee
- Major accident

### **Facilities/Infrastructure**

- Utility failure
- Natural disaster (earthquake, fire, flood, and so on.)
- Loss of building or facility
- Catastrophe in region
- Information technology compromise

### **Criminal/Hostile Actions**

- Hostage(s) taken on or off campus
- Hostile intruder(s) on campus
- Hostile incidents on the part of an employee, spouse, parent, or student
- Abduction of a student, faculty, staff
- Robbery
- Bomb threat
- Civil disorder
- Labor dispute on campus

Addendum 1 – Emergency Procedures Flipchart

Addendum 2 – Lockdown Procedures

Addendum 3 – Suicide Risk Protocol

Addendum 4 – Emergency Evacuation Tips for Foreign Students

Addendum 5 – WEB References for Emergency Management

Addendum 6 – Lessons Learned

Addendum 7 – Insurance Information

Addendum 8 – Tsunami Inundation Map for Emergency Planning

Addendum 9 – Guidelines for use of Social Media

Addendum 10 – Examples of use of Twitter

## **II. Operational Concept**

***Responding operationally to the crisis is the first and foremost task of any strategy.*** However, *communications* with those affected both directly and indirectly becomes of utmost priority once the operational response mechanisms are in place. A bad situation can be minimized by being organized and sensitive to the need to communicate as complete and accurate information as is available, and as quickly as possible to the appropriate school community.

Being in position to *control information* is the key to managing a crisis. By responding in an organized and proactive manner, rumors and inaccurate reports from other sources are minimized and timely, accurate information will create confidence in those affected.

The key to being proactive is to be as *timely* and *complete* a source of all *appropriate* information as would be available from any party or to refer the public to other sources of that information. To that end, it is critical that South Coast College ensures the release of all *confirmed information* as quickly as possible by the appropriate approval authorities. This can be done either directly or through the organized cooperation with outside public safety and other agencies.

*Experience shows it is better to have negative news dispatched quickly and in as few “doses” as possible, rather than information being released in smaller and more frequent segments.* People are more apt to retain information through multiple smaller doses than through a single or fewer larger exposures.

## **III. Timeline to Communicate on Day 1 of a crisis**

Three numbers serve as important markers: 60, 3, and 1.

- **Within 60 Minutes.** The school should distribute an initial communication that indicates what is known about the situation and what response steps are underway. At South Coast College, this responsibility rests with the Director of Operations and Office of the President with support from on campus Crisis Response Team (CRT) members.
- **Within 3 Hours.** A Crisis Communications Organization should be in place – even if it is bare bones awaiting the arrival of additional resources. This responsibility rests with the Dean of Operations to advise the President and CRT members with recommended meeting place and times. Available venues to meet are the following: Reception Area, Office of the President; and the Conference Room (in front of the Courtroom)
- **By the End of Day 1.** A short-term communications plan should be in place. At South Coast College, this responsibility rests with the Director of Operations to use the “Red Book” Message Elements and timing of communiqués to primary publics.\*

\*(Above adapted from “By The Book”, Spring 2006 Newsletter, The Hartford)

CHECKLIST

	<b>ACTION STEP</b>	YES	NO
1	<b><i>Do you need to call 9-1-1 or the health center immediately?</i></b> If not, go to step 2		
2	<b><i>Is the Director of Operations or CRT Chair on campus or contactable?</i></b> If so, go to step 5 If not, are they able to be on campus in less than 5 minutes? If so, go to step 5 If not, go to step 3		
3	<b><i>Are Dean of Finance or Dean of on Campus or contactable?</i></b> If not, are they able to be on campus in less than 5 minutes? If so, go to step 5 If not, go to step 4		
4	Contact the President if direction has not been provided by the CRT Chair or Alternates		
5	<b><i>Has a meeting place and time been determined by the Chair?</i></b>		
6	<b><i>Have team members who are identified by the incident number been called?</i></b>		
7	<b><i>Are there any team members who will not be able to join the meeting right away?</i></b>		
8	<b><i>Has the Chair or Alternates been advised of missing team members not able to make the meeting?</i></b>		
9	<b><i>Has the President been advised of the situation?</i></b>		
10	<b><i>Have the Police or Fire Department been called, and if necessary, able to be on campus within an hour from incident occurrence?</i></b>		
11	<b><i>Is the College Attorney available to talk via conference call?</i></b>		

The CRT primary venue is the Conference Room (Across from the Courtroom).

It is critically important to *convene the meeting as quickly as possible with as many as are immediately available*, even if all members cannot attend or have not yet arrived.

## **CRISIS RESPONSE TEAM MEMBERSHIP**

When it is decided that the South Coast College *Crisis Response Team (CRT)* will convene to organize and implement an appropriate response to a crisis situation, the CRT Chair will ensure notifications to key staff required to respond. Team members may include the following individuals depending upon the crisis at hand.

- **Kevin Magner, Dean of Operations (CRT ALTERNATE CHAIR)**  
**CRT Scenarios: All Scenarios**  
**(Specifically – I, II, III, IV, V, VI, VII, VIII, IX, X, XII, XIII, XIV, XV, XVI, XVII, XVIII, XIX)**
  - Office:
  - Cell (Personal): 714 206-5836
  
- **Jean Gonzalez, President**  
**CRT Scenarios: All Scenarios**  
**(Specifically – I, II, III, IV, V, VI, VII, VIII, IX, X, XII, XIII, XIV, XV, XVI, XVII, XVIII, XIX)**
  - Office:
  - Cell (Personal): 714 791-9838
  
- **Yoshiko Izumi**  
**CRT Scenarios: All Scenarios (on behalf of President)**
  - Office:
  - Cell (Personal): 714 307-7450
  
- **Jila Andelibi, Dean of Finance**  
**CRT Scenarios: All Scenarios**  
**(Specifically – I, II, III, IV, V, VI, VII, VIII, IX, X, XII, XIII, XIV, XV, XVI, XVII, XVIII, XIX)**
  - Office:
  - Cell (Personal): 714 949-466-3307
  
- **Yolanda Krieger, Director of Court Reporting**  
**CRT Scenarios: All Scenarios**  
**(Specifically – I, II, III, IV, V, VI, VII, VIII, IX, X, XII, XIII, XIV, XV, XVI, XVII, XVIII, XIX)**
  - Office:
  - Cell (Personal): 1626806-2409
  - Home:
  
- **Tehmina Khan, Director of Medical Programs**  
**CRT Scenarios: All Scenarios**  
**(Specifically – I, II, III, IV, V, VI, VII, VIII, IX, X, XII, XIII, XIV, XV, XVI, XVII, XVIII, XIX)**
  - Office:
  - Cell (Personal): 714 232-5233
  - Home:

## Crisis Response Team Meeting Agenda and Questionnaire

The following is the preliminary agenda for the initial Crisis Response Team meeting:

1. Gather and assemble facts to describe the situation, outline and organize available resources, using the Crisis Response Questionnaire listed after this section. *(The questionnaire will generate the information needed to guide the Team toward the ensuing steps that need to be taken.)*
2. Consult the applicable *Crisis Scenario* adapting it to the present situation. Notify other functional experts, designated in this plan as *Point Persons* as well as *Spokespersons* who are not Crisis Response Team members to participate in the meeting, either in person or via telephone conference call.

### Questionnaire

1. What do we **know** as of *right now* (*who, what, where, when, how, why*)?
  - a. Describe situation in brief written narrative that includes:
    - i. Sequence of events, current status, and list of person(s) involved
  - b. What are we doing and/or need to do to respond *operationally* to the situation?
    - i. Who is the crisis point person? Who is the spokesperson?
2. Where can we get the information that we do not know presently?
3. How long will it take to obtain that information?
4. How will we be able to verify its accuracy?
5. What is the estimate as to when we will be able to disclose the situation?
  - a. Rule of thumb: Add 1-2 hours to most conservative initial estimate.
6. What should be the initial statement to internal and external publics?
  - a. Who will prepare it?
  - b. How and to whom will it be disseminated?
7. Who are the parties who need to be informed prior to full public disclosure?
8. How can we communicate to those parties?
9. What should we say in our communications?
  - a. What is(are) the core message(s) that need to be incorporated?

10. How will initial and any subsequent statements be reviewed and approved?
  - a. Who will review and approve?
11. What is the best way(s) to disclose information? To whom will it be released?
  - a. Written statement(s) to internal and external publics
  - b. Social media (Twitter, Facebook, Google+ and other digital media)
    - i. See Addendum 7 for guidelines on usage and Addendum 8 for Twitter examples
  - c. Meetings with internal and/or external publics
  - d. News release(s)
  - e. Telephone calls
  - f. Onsite media conference or briefings
  - g. Memoranda or letter(s)
12. Who will implement above communications tactics listed in #11?
  - a. See “*Crisis Scenario Definitions and Job Descriptions*” on Page 10
13. What are the logistical needs?
  - a. Who will be responsible for providing logistical support?
  - b. How long will it take to get support in place?
14. What other materials are needed to augment the statement(s)?
15. How will the team maintain contact during crisis?
16. What will be the criteria for determining the end of the crisis situation?
17. What have we missed?

## **IV. Guiding Principles to Communicate**

The following Guiding Principles guide the organization in how to respond in a crisis as well as the basis for messages that will be used to communicate to its publics during crisis situations:

- **Integrity:**  
South Coast College behaves in a morally, ethically, professionally, and legally responsible manner. We maintain individual and corporate accountability.
- **Positive teaching and learning environment:**  
We are committed to enforce high standards in teaching and learning. We strive to improve academic achievement on the part of every student while teaching and requiring the faculty, administration, and staff to be positive role models.
- **Moral behavior model:**  
South Coast College teaches and models leadership, excellence, honor, responsibility, loyalty, and compassion to educate, mentor and develop good character and leadership in our students. Within these virtues, we teach students to treat others with respect, personal integrity, trust, fairness, tolerance, patience, consistency, and empathy.
- **Safety, security and well-being of students and employees:**  
South Coast College places the safety and security of our students as a core value and top priority. Consequently, all available resources are expended to protect the physical and emotional safety and security of students and employees.
- **Open communication:**  
South Coast College is committed to providing as much *verifiable* information to those being affected by a crisis in as timely a manner as possible.
- **Sound management:**  
South Coast College is organized and led by its President and administrative staff with executive oversight by the Board of Trustees. South Coast College places the highest emphasis on proper stewardship of its financial and physical resources.
- **Full and appropriate response:**  
South Coast College uses the full resources of the college in partnership with community agencies to respond to any situation.

# **Crisis Scenario Definitions and Job Descriptions**

## **Point Person(s):**

The individual(s) or agency having the job responsibility, expertise or access necessary to work with or within the Crisis Response Team to organize and carry out an efficient response to the subject crisis. If not already a standing member, the Point Person(s) immediately joins the Crisis Response Team and remains for the duration of the incident.

## **Spokesperson(s):**

The individual(s) or agency primarily responsible for organizing and implementing the communications component of the Crisis Response Plan, including obtaining and verifying information, developing and delivering the messages to the primary publics identified in the Plan in as timely a manner as possible.

## **Primary Publics:**

The internal and external South Coast College stakeholders as well as others so designated who are the priority audiences the communications component of the Crisis Response Plan must address initially.

## **Message Elements:**

Core information and points of emphasis taken from the South Coast College *Guiding Principles* (Page 9) that are to be taken into consideration and incorporated, as appropriate, into verbal and written communications issued by the Crisis Response Team concerning the crisis.

# CRISIS

  

# SCENARIOS

## **Crisis I: Food-Borne Illness**

### **Examples**

Food poisoning, hepatitis A, salmonella, or botulism affecting five or more students within a short period of time.

### **Immediate Steps**

1. Consult and follow Initial Response Checklist on page 3.
2. Determine source of illness and number of students affected
3. Determine level(s) of dehydration and severity
4. Determine whether students can be treated in HC or need to be sent off campus to either St. Joseph's Hospital or UCI Irvine.
5. Follow standard procedures for notifying parents, others

### **Point Persons**

1. Director of Operations (will alert Students)
2. Dr. Khan is notified

### **Spokespersons**

1. Director of Operations
2. Director of Operations to alert media

### **Primary Publics**

- Parents/spouses of infected students
- Students
- Administration, staff
- County Health Department

### **Message Elements**

- South Coast College's top priority is the physical safety and well-being of students
- All appropriate medical treatment is being rendered
- South Coast College will continue to provide as much verified information as possible to those being affected as well as their families.

## **Crisis II: Chemical Incident**

### **Emergency Procedures**

This “Emergency Procedures” outlines the initial steps (“Chemical or Radiation Spill”) that the administration and staff will use in incidents that affect the safety of students, employees, and others on the campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

- Off-site chemical spill by railroad car or truck
- Spill or leakage of chlorine and acid used for swimming pool
- Toxic spill or explosion of chemicals

### **Immediate Steps**

1. Call 911 who will contact HazMat
2. Follow HazMat’s lead in evaluating need to evacuate campus; implement evacuation if appropriate.
3. Consult and follow as appropriate the operational steps under Emergency Procedures Flipchart (Addendum 1).
4. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Director of Operations will (alert the President)
2. Director of Operations will (coordinate messages for staff to handle inquiries)
3. Director of Operations (will alert faculty/staff/students)

### **Spokespersons**

1. HazMat Personnel
2. President
3. Director of Operations

### **Primary Publics**

- Administration, faculty, staff
- Surrounding community and news media
- Parents/spouses

### **Message Elements**

- Everything possible is being done to protect students and employees
- South Coast College will continue to provide as much verified information as is available in as timely a manner as possible.

## **Crisis III: Disease Outbreak**

### **Examples**

Flu; hepatitis A, B or C; hygiene-related illnesses that have *affected or are likely to affect 70 or more students*.

### **Immediate Steps**

1. Consult and follow Initial Response Checklist on page 3.
2. Determine type and source of disease or widespread illness.
3. Notify Orange County Health Department and determine if campus evacuation is necessary

### **Point Persons**

1. Director of Operations (will alert Students)
2. Director of Operations (will alert President)

### **Spokespersons**

1. Director of Operations (internal)
2. Director of Operations (external)

### **Primary Publics**

- Parents/spouses of students
- Administration, faculty, staff
- Students
- Surrounding community

### **Message Elements**

- South Coast College is using the full resources of the City and County health department to protect the health of the affected students as well as those who are not ill.
- South Coast College will provide as much verified information as is available in as timely a manner as possible.

## **Crisis IV: Unknown Substance(s) on Campus**

### **Examples**

Unknown package or envelope arrives on campus, suspected of containing bio-hazardous substance(s).

### **Immediate Steps**

1. Call Orange Fire Department who will contact HazMat
2. Contact Orange Police Department
3. In consultation with authorities, immediately determine the extent to which building(s) or the entire campus should be evacuated.
  - a. If evacuation is necessary, follow “Building Evacuation” procedure as outlined in the “Emergency Procedures Flipchart (Addendum 1).”
4. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Director of Operations (will alert Students)
2. Director of Operations (if envelope or package is addressed to a student or faculty/staff member – will alert the authorities)
3. Director of Operations (will alert the President)

### **Spokespersons**

1. Director of Operations
2. HazMat and/or other external public safety agency(ies)

### **Primary Publics**

- Administration, staff, faculty
- Students
- Parents/spouses

### **Message Elements**

- South Coast College is protecting the physical safety of all students and employees; all appropriate safety measures are being taken.
- We have contacted and are cooperating with the appropriate public safety agencies.

## **Crisis V: Death of a Student or Employee**

### **Examples**

- Death of a student or employee on campus
- Death of a student or employee at a South Coast College-sanctioned event off campus
- Death of a student or employee at a non-sanctioned event off campus

### **Immediate Steps**

1. If death occurs on campus, notify the Orange Police Department (911).
2. If off campus, be sure law enforcement agency having jurisdiction with the death occurred has been notified.
3. If foul play is involved or suspected, the death becomes a criminal incident in which case it becomes handled and communicated by the Orange Police or the law enforcement agency that has jurisdiction where the death occurred if off campus.
4. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Director of Human Resources (Jila Andelibi)
2. Director of Operations (will alert President)

### **Spokespersons**

1. Orange Police Department (if criminal incident)
2. President

### **Primary Publics**

- Orange Police Department
- Family of victim(s)
- Administration, staff, faculty
- Students (if appropriate)
- Parents/spouses (if appropriate)

### **Message Elements**

- South Coast College will provide or coordinate the release of as much verified information as is appropriate.

## **Crisis VI: Major Accident**

### **Examples**

Large-scale incident in which five or more students and/or employees are struck and injured by a vehicle or involved in a major traffic accident in Orange or elsewhere.

### **Immediate Steps**

1. Call Orange Police Department (911), or be sure law enforcement agency having jurisdiction where accident occurred is notified.
2. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Orange Police Department or law enforcement agency having jurisdiction where accident takes place.
2. Director of Operations (will alert President)

### **Spokespersons**

1. Orange Police Department or appropriate law enforcement agency
2. Director of Operations (internal)

### **Primary Publics**

- Parents of students involved or next of kin of employees or students
- Students
- Administration, faculty, staff

### **Message Elements**

- Everything possible is being done to care for the students and employees involved in the accident.
- South Coast College will provide as much verified information as is available in as timely a manner as possible.

## **Crisis VII: Utility Failure**

### **Emergency Procedures**

The “Emergency Procedures” outlines the initial steps (“Utility Failure”) that the administration and staff will use in incidents that could affect the safety or well-being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

Gas and electricity service is terminated for a minimum of six hours, resulting in the disruption of all school activities and functions.

### **Immediate Steps**

1. Consult and follow as appropriate the *operational* steps under Emergency Procedures Flipchart (Addendum 1).
2. Consult and follow Initial Response Checklist on page 3.
3. Contact Orange Gas & Electric
4. Notify all impacted parties

### **Point Persons**

1. Director of Operations (will alert President)
2. Director of Operations (will alert students, faculty, staff)

### **Spokespersons**

1. Director of Operations
2. Dean of Finance

### **Primary Publics**

- Administration, faculty, staff
- Students
- Vendors
- Parents/spouses

### **Message Elements**

- All steps are being taken to restore the loss of utilities to the campus. Meanwhile, South Coast College places top priority and all available resources to protect the safety and well- being of students and employees.
- South Coast College will provide as much verified information as is available as quickly as possible

## **Crisis VIII: Natural Disaster**

### **Emergency Procedures**

The “Emergency Procedures” outlines the initial steps (“Earthquake” and “Fire, Explosion, Plane Crash”) that the administration and staff will use in incidents that affect the safety or well-being of students, employees, and others on campus. That document is Addendum 1 to this Plan.

### **Examples**

The campus sustains damage from fire, earthquake, flood or it is expected to occur.

### **Immediate Steps**

1. Consult and follow as appropriate the *operational* steps under Emergency Procedures Flipchart (Addendum 1), including notifying the Orange Fire Department and all other community public safety agencies.
2. Arrange evacuation if necessary.

**Step 1:** Follow Initial Steps and Questionnaire formats on pp. 5-6.

**Step 2:** Determine what actions need to be followed and set time line. (CRT)

**Step 3:** Prepare accurate accountability rosters of all students, if appropriate

*(Crisis VIII: Natural Disaster continued on page 20)*

## **Crisis VIII: Natural Disaster**

*(Continued from page 19)*

### **Point Persons**

1. Director of Operations (will alert President)
2. Admissions Representatives (coordinate message for all staff to communicate to those calling the school)

### **Spokespersons**

1. Director of Operations (internal)
2. Marketing & Communications Manager

### **Primary Publics**

- Students, administrators, faculty, staff
- Parents
- Surrounding community

### **Message Elements**

- Everything possible is being done to protect students and employees.
- South Coast College will provide as much verified information as is available, in as timely manner as possible.

## **Crisis IX: Loss of Building or Facility**

### **Emergency Procedures**

The “Emergency Procedures” outlines the initial steps (“Building Evacuation”) that the administration and staff will use in incidents that affect the safety or well-being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

Building or facility is heavily damaged or destroyed and is no longer safe to occupy.

### **Immediate Steps**

1. Consult and follow as appropriate the *operational* steps under Emergency Procedures Flipchart (Addendum 1), including contacting the Orange Fire Department immediately.
2. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Orange Fire Department
2. Director of Operations (will alert President)
3. Director of Operations (provide message for staff to convey to external parental inquiries)

### **Spokespersons**

1. Orange Fire Department
2. Director of Operations

### **Primary Publics**

- Students, administration, faculty, staff, others having business on campus
- Parents

### **Message Elements**

- South Coast College is using all available resources to protect students and employees, including the provision of temporary facilities for housing, classrooms and other functions.
- South Coast College will provide as much verified information as is available in as timely a manner as possible.

## **Crisis X: Catastrophe in Region**

### **Emergency Procedures**

The “Emergency Procedures” outlines the initial steps (“Fire, Explosion, Plane Crash”) that the administration and staff will use in incidents that affect the safety or well-being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

- Nuclear accident at San Onofre in which radiation poisoning poses a threat
- Plane crash on or adjacent to campus
- Major explosion
- Power plant explosion

### **Immediate Steps**

1. Establish, maintain contact with Orange Police and/or Fire Departments
2. Consult and follow as appropriate the *operational* steps under Emergency Procedures Flipchart (Addendum 1)
3. Consult and follow Initial Response Checklist on page 3.
4. Be prepared to execute evacuation of campus at whatever level is appropriate

### **Point Persons**

1. Orange Police and/or Fire Departments
2. Director of Operations (will alert President)
3. Admissions Staff (provide message elements for staff to respond to external parental inquiries)

### **Spokespersons**

1. Director of Operations
2. President

### **Primary Publics**

- Administration, faculty, staff, and students
- Parents

### **Message Elements**

- All steps and measures are being taken to protect students and employees
- We will provide as much verified information as possible in a timely manner to on-campus personnel and parents.

## **Crisis XI: Information Technology Compromise**

### **Examples**

A major intrusion occurs in the network that compromises or threatens to compromise data to the extent that it threatens the continuing operation of the school.

### **Immediate Steps**

Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. IT Department (will alert Director of Operations)
2. Director of Human Resources

### **Spokespersons**

1. IT Technologist (internal)
2. Dean of Finance and Administration (if student or family's, academic, contact, financial data are involved)

### **Primary Publics**

- Administration
- Parents/spouses

### **Message Elements**

- Everything is being done presently to protect the data and restore full information capabilities.
- South Coast College will provide as much verified information in as timely a manner as possible.

## **Crisis XII: Hostage(s) Taken On or Off Campus**

### **Examples**

Outside party takes student(s) and/or employee(s) hostage on campus or student(s) and/or employee(s) are taken hostage by outside party off campus at an unknown location.

### **Immediate Steps**

1. Call Orange Police Department (911)
2. Execute Lockdown Procedures (Addendum 2)
3. Consult and follow Initial Response Checklist on page 3.
4. Situation becomes a criminal incident that is handled and communicated by Orange Police Department or the law enforcement agency with jurisdiction where the incident occurs, if off campus.

### **Point Persons**

1. Director of Operations *or* Off Campus Sponsor of the event (will alert President)
2. On-Duty Operations Office Staff (will alert Director of Operations--Safety and Security Officer)

### **Spokespersons**

1. Orange Police Department (or law enforcement agency having jurisdiction)
2. President (staff, faculty, students, parents/spouses, external)

### **Primary Publics**

- On-campus Administration, staff, faculty, students
- Parents/spouses
- News media

### **Message Elements**

- The Orange Police Department is handling the situation
- We will continue to place top priority on the physical and emotional safety of the student.
- South Coast College will assist, as appropriate, the Orange Police Department in releasing as much verified information as is available in as timely a manner as possible.

## **Crisis XIII: Hostile Intruder(s) on Campus**

### **Examples**

Gangs, homeless person(s), or others who are considered dangerous or potentially dangerous by the Orange Police Department

### **Immediate Steps**

1. Call Orange Police Department (911)
2. Execute Lockdown Procedures (Addendum 2)
3. Consult and follow Initial Response Checklist on page 3.
4. If and when the situation becomes designated a criminal incident by the Orange Police Department, the incident and communications will be handled by the Department.

### **Point Persons**

1. Director of Operations (will alert President)
2. On-Duty Operations Office Staff (will alert Director of Operations -- Safety and Security Officer)

### **Spokespersons**

1. Orange Police Department
2. Director of Operations

### **Primary Publics**

- Administration, faculty, staff
- Students

### **Message Elements**

- We place top priority and all available resources in protecting the campus as a safe and secure environment.
- South Coast College is using its full resources and support to the City of Orange to respond to the situation.
- We are actively working with the Orange Police Department and will coordinate with the authorities the release of verified information as soon as it is possible to do so.

## **Crisis XIV: Hostile Incidents on Part of an Employee, Spouse, Parent or Student**

### **Examples**

On-campus conduct on the part of an employee, his/her spouse, parent or student that does or could affect the safety or well-being of students and employees by disrupting the school program.

### **Emergency Procedures**

The “Emergency Procedures” document outlines the initial procedures (“Criminal or Violent Behavior”) that the administration and staff will use in incidents that affect the safety or well-being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Immediate Steps**

1. Call Orange Police Department (911).
2. If indicated, execute lock down procedure (consult Addendum 2)
3. Consult other steps under Emergency Procedures Flipchart (Addendum 1)
4. Consult and follow Initial Response Checklist on page 3.
5. Orange Police Department is handling situation and primary communications.

### **Point Persons**

1. Director of Operations (will alert President)
2. On-Duty Operations Office Staff (will alert Director of Operations -- Safety and Security Officer)
3. Admissions Representatives (coordinate messages for staff to handle inquiries)
4. Director of Human Resources

### **Spokespersons**

1. Orange Police Department
2. Director of Operations

### **Primary Publics**

- Administration, faculty, staff
- Parents/spouses

### **Message Elements**

- We place top priority on this situation and are using all available resources to protect the physical and emotional safety and security of students and employees.
- We will provide as much verified information as is available in as timely a manner as possible.

## **Crisis XV: Abduction of a Student**

### **Examples**

- Student kidnapped by parent (in child custody dispute)
- Student(s) kidnapped by terrorist(s) or other hostile outside parties

### **Immediate Steps**

1. Consult and follow Initial Response Checklist on page 3.
2. Confirm that the student has been abducted
3. Notify the Orange Police Department (911)
4. Notify parent(s) or guardian(s)
5. Situation becomes a criminal incident that is handled and communicated by the Orange Police Department.

### **Point Persons**

1. Director of Operations (will alert President)
2. On-Duty Operations Office Staff (will alert Director of Operations -- Safety and Security Officer)

### **Spokespersons**

1. Orange Police Department
2. Director of Operations

### **Primary Publics**

- Parents or guardians of involved student(s)
- Administration, faculty, staff

### **Message Elements**

- We place top priority and all available resources to protect the physical and emotional safety and security of students.
- South Coast College and the local authorities are doing everything possible to locate the student.
- The College will provide as much verifiable information as possible and in a timely manner to the parents or guardians.

## **Crisis XVI: Robbery**

### **Emergency Procedures**

The “Emergency Procedures” outlines the initial steps (“Criminal or Violent Behavior”) that the administration and staff will use in incidents that affect the safety or well being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

Robbery takes place on campus, typically at the Business Office.

### **Immediate Steps**

1. Consult and follow as appropriate the *operational* steps under Emergency Procedures Flipchart (Addendum 1), including contacting Orange Police Department (911)
2. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Director of Financial Services
2. Director of Operations (will alert President)
3. On-Duty Operations Office Staff (will alert Dean of Operations -- Safety and Security Officer)
4. Admissions Representatives (coordinate messages for staff to handle inquiries)

### **Spokespersons**

1. Director of Operations (internal)
2. President

### **Primary Publics**

- Insurance carrier
- Administration, faculty, staff, students

### **Message Elements**

- We are cooperating fully with the Orange Police Department
- The College will provide as much verified information as is available in as timely a manner as possible.

## **Crisis XVII: Bomb Threat**

### **Emergency Procedures**

The “Emergency Procedures” outline the initial steps (“Bomb Threats”) that the administration and staff will use in incidents that affect the safety or well-being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

Someone is notified via telephone or other communication means that a bomb or other explosive device has been placed somewhere on campus.

### **Immediate Steps**

1. Consult and follow as appropriate the *operational* steps under Emergency Procedures Flipchart (Addendum 1), including contacting the Orange Police Department immediately.
2. In consultation with authorities, **Immediately** determine the extent to which building(s) or the entire campus should be evacuated.
  - a. If evacuation is necessary, follow “Building Evacuation” procedure as outlined in the “Emergency Procedures.”
3. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Orange Police Department
2. Director of Operations (will alert President)
3. On-Duty Operations Office Staff (will alert Director of Operations -- Safety and Security Officer)
4. Admissions Representatives (coordinate messages for staff to handle inquiries)

### **Spokespersons**

1. Orange Police Department
2. Director of Operations

### **Primary Publics**

- Students, Administration, faculty, staff
- All others on campus

### **Message Elements**

- We are protecting the physical safety of all students and employees; all appropriate safety measures are being taken
- We have contacted and are cooperating with the appropriate public safety agencies.

## **Crisis XVIII: Civil Disorder**

### **Emergency Procedures**

The “Emergency Procedures” outline the initial steps (“Civil Disturbances or Demonstrations”) that the administration and staff will use in incidents that affect the safety or well being of students, employees, and others on campus. That document is Addendum 1 to this Plan and should be referred to immediately.

### **Examples**

An unruly crowd or gathering either disrupts or poses a real threat to disrupt the routine operation of the school or its ability to protect the well being and physical safety of students, employees and campus property.

### **Immediate Steps**

1. Contact the Orange Police Department (911)
2. Evaluate necessity to execute lock down procedure (Consult Addendum 2)
3. Consult and follow as appropriate other *operational* steps under Emergency Procedures Flipchart (Addendum 1)
4. Consult and follow Initial Response Checklist on page 3.

### **Point Persons**

1. Director of Operations (will alert President)
2. On-Duty Operations Office Staff (will alert Director of Operations -- Safety and Security Officer)
3. Admissions Representatives (coordinate messages for staff to handle inquiries)

### **Spokespersons**

1. Director of Operations
2. President

### **Primary Publics**

- Administration, staff, faculty, student corps
- Parents/spouses

### **Message Elements**

- Everything possible is being done to protect students, employees and property.
- We will provide as much verified information as possible in a timely manner.