



**AVEDA INSTITUTE  
WILMINGTON**

**Emergency Procedures  
Health and Safety Plan  
Employees, Students, and Guests  
2023-2024**

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## **MANAGEMENT POLICY STATEMENT**

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The measure of effectiveness of a comprehensive safety program relies heavily upon the administrative support directed toward education, implementation, and enforcement. Since the goal of a training oriented educational institute is to prepare individuals to enter the labor market, an essential element of this training must be development of safe working habits. This can only be accomplished by establishing a systematic, deliberate approach toward safety facilitated by a written plan that delineates policies and procedures regarding safety.

The welfare of both students, employees and guests is a prime consideration. Emphasis on following approved safety procedures will be followed and “short cut” or time expedient practices that abridge established safety procedures will be avoided. The total working environment will be continuously evaluated in an effort to reduce the possibility of accidents. The President and an appointed safety committee evaluate the safety plan on an annual basis. The administration, staff, instructors, and students of the Aveda Institute Wilmington (“AIW” or “Institute”) must actively participate in and adhere to safety rules and regulations.

Patrick J. Thompson, President

## **PURPOSE**

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Our Health and Safety Plan is designed to keep our employees, students and guest safe while in our school environment. There is no compromise for safety. A safety plan is designed to create safety attitudes and a safe environment. Safety attitudes and safe environment protect people from minor and disabling injuries. We cannot overemphasize the importance of a good safety plan for The Aveda Institute Wilmington.

The Institute administration, instructors and staff are concerned about the safety of students and any other persons that are on the campus. Each instructor will instill in every student a sense of responsibility for his or her own safety and the safety of others. The Aveda Institute Wilmington will follow all safety rules that encompass the classroom or clinic areas.

The Aveda Institute Wilmington has developed this plan to ensure a safe and healthy environment. The following procedures help faculty and staff be prepared to execute a plan of action in response to an accident, incident, sickness or medical emergency situation. While administration acknowledges that not all emergency situations can be accounted for, some specific courses of action have been defined in the Emergency Response Quick Reference Guide component of this plan. The Institute has also created a procedure for reporting all accidents/incidents.

## **GENERAL CRISIS RESPONSE GUIDELINE**

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

Building security should be contacted concerning all safety and safety-related issues as soon as possible during times when administration is not available.

The nature of an incident will determine which members of the crisis management team will respond. This may include the President, Director and Program Directors.

The President is the only person who is to have contact with the media regarding crisis incidents. All inquiries by media should be directed to the President. Students should be advised not to talk to the media.

In most cases, Incident Report Forms should be completed and filed. These can be obtained from the Director who will maintain copies of incident reports.

The Crisis Management Team will convene annually at the end of each fiscal year to review and evaluate policies and procedures that will affect students, staff/faculty and guests.

### **Assignment of Safety Responsibility**

The ultimate responsibility to preventing accidents and controlling hazards rest with management. Safety should be managed like any other administrative function. Management should direct the safety effort by setting achievable goals and by planning, organizing, and controlling activities to achieve these goals. The key to effective safety performance is management procedures that are delineated to various positions within the organization.

### **Emergency Phone Numbers**

President, Patrick Thompson	917-331-xxxx
Fire/Medical/Police	911
Mall Security	910-392-1779

### **Security Response Team**

President, Patrick Thompson	917-331-xxxx
Director, Michele Carroll	910-231-xxxx
Regional Director, Jill Sharpe	919-360-xxxx
Student Success, Kaitlin Gallagher	910-833-xxxx

### **Employee Responsibility**

Employees must work safely and efficiently as they perform their campus duties. The employees' responsibilities are as follows:

1. Working according to accepted safe practices.
2. Reporting unsafe conditions and practices.
3. Observing safety rules and regulations.
4. Making safety suggestions.
5. Using the AIW Emergency Procedures Health & Safety Plan

## **HEALTH AND SAFETY POLICY**

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The Aveda Institute Wilmington has created an Emergency Procedure/Health and Safety Plan that must be followed in the event of a campus-wide emergency. The following basic procedures should be followed to help ensure the campus is safe for employees, students and guests. Encourage all staff and students to think safety first. It is everyone's responsibility to be conscious of health and safety at the Institute:

1. Entrance, exit, and bathroom doors meet state and federal dimensions.
2. Bathrooms are fitted with handles for use by handicapped individuals in accordance with ADA requirements.
3. Bathrooms and classrooms with sinks have an adequate supply of soap and disposable towels.
4. The facility is cleaned on a daily basis.
5. Floors are properly maintained and are safe for faculty, staff, students and guests.
6. All safety equipment (fire extinguishers, smoke alarms, security alarm) testing is scheduled periodically to ensure effective operation.
7. Students are accurately instructed on the proper use of medical apparatus or equipment.
8. OSHA guidelines are followed for medical waste.
9. Eye wash stations are clearly marked and checked periodically to ensure effective operation

### **Reporting Accidents/Incidents**

The following steps should be used to report any/all accidents or incidents:

1. All accidents/incidents must be reported within 24 hours and are kept in the appropriate log for investigation and or annual reporting.

2. An Incident/Accident Form completed, sent to HR/Legal and put in the Incident Binder.
3. The Director will work with leadership to investigate the event reported and document steps taken to prevent future occurrences.

### **First Aid**

First Aid is defined by the American National Red Cross as “the immediate and temporary care given a victim of an accident or sudden illness until the services of a physician can be obtained.” First Aid is required whenever an injury occurs and should be limited to doing what is necessary to preserve life. The primary concern is the care of the injured person and prevention of additional injury to that person.

### **First Aid Supplies**

A first aid kit with proper supplies will be maintained in the student dispensary. Each instructor is responsible for maintaining the kit. Instructors should notify the Director of missing or needed items for the first aid kit.

The first aid kit should contain the following supplies:

Gauze Pads	Eye Pads
Sterile Pads	Elastic Bandages
Bandages	Cotton
Tape	Scissors
Adhesive Bandages	Tweezers
Band-Aids	

Medicines/cleaners such as alcohol, methylate, first aid cream, etc., will not be kept to avoid misuse, expiration, or medical reactions. This rule also applies to distribution of aspirin and other common over-the-counter medicines.

### **Primary Considerations**

Primary consideration relates directly to the care and welfare of the injured student. The degree of care necessary would be determined by the seriousness of the injury. Certain basic steps are recommended in caring for an injured student.

1. Attempt to ascertain how seriously the student is injured.
2. If medical assistance is needed, aid will be sent for immediately. Phone, text email or other expeditious means may be used to alert the administrative office of the emergency. The administrative office will then place calls for assistance to the local ambulance/emergency medical services.
3. Apply only the first aid which is essential and nothing further.
4. If a student is seriously injured, request that the administrative office notify parents, guardians, spouse, etc.
5. Report all injuries, both major and minor, to the Director.

### **Secondary Considerations**

After the immediate needs of the injured student are cared for, the instructor has additional responsibilities, which stem directly from the accident. These responsibilities are contained in

the area designated as secondary considerations. Recommended steps and procedures would include the following:

1. Stabilize and reassure the other members of the class.
2. Complete an accident/incident report.
3. Analyze the accident in view of known facts.
4. Ascertain cause of the accident.
5. Outline steps to eliminate the possibility of similar accident occurring.
6. Review safety practices and procedures.
7. Check progress of injured student.

## **HEALTH AND SAFETY PROCEDURES**

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### **Staff Injuries**

In the event a staff member is involved in an accident, adhere to the following procedures:

1. The Director must be notified immediately.
2. If first aid treatment is required, it is administered by qualified personnel.
3. If further treatment is necessary, the staff member's emergency contact will be notified to transport the person to his or her family physician, or the nearest medical facility. If the emergency contact cannot be reached, the Policy Department, Fire Department, or Ambulance Service will be contacted to transport the injured person.
4. In the event of serious injury or life-threatening situation requiring immediate medical attention an ambulance will be summoned to transport the injured individual to the nearest medical facility, and every effort will be made to contact the emergency contacts.
5. An Accident/Incident Report must be completed. A copy must be given to the Director and HR/Legal.
6. If medical treatment is required, the Employer Report of Occupational Injuries or Diseases must also be completed as required by the Office of Workman's Compensation Administration.

### **Visitor/Client Injury**

1. The Director must be notified immediately. If first aid treatment is required, it is administered by qualified personnel.
2. If further treatment is necessary, the injured emergency contact will be notified to transport the person to his or her family physician or the nearest medical facility. If the emergency contact cannot be reached, the Policy Department, Fire Department, or Ambulance Service will be contacted to transport the injured person.
3. In the event of serious injury or life-threatening situation requiring immediate medical attention, an ambulance will be summoned to transport the injured individual to the nearest medical facility, and every effort will be made to contact the emergency contacts.
4. An Accident/Incident Report must be completed and given to the Director and HR/Legal.

## **UNRULY VIOLENT CLIENT/STUDENT**

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In the event a patron or student becomes overly irritable or violent, simply ask the person to leave the campus. Do not challenge or confront the wrongdoer. If he/she does not comply with

your second request, call Mall Security and ask for a Security Officer to come and remove the unwanted parties.

## **WEATHER CLOSING INFORMATION**

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In the event of school closure due to extreme weather conditions, students should monitor the institutional website ([www.avedafi.edu/wilmington/cosmetology-school](http://www.avedafi.edu/wilmington/cosmetology-school)) and our Facebook page for the most current information.

The Institute encourages students, faculty, and staff to become proactive in making preparations for weather conditions. The following is a list of suggested steps to prepare for extreme weather:

### **Hurricanes**

- In advance, prepare a disaster kit that includes first aid supplies, enough food and water for a week, candles, a battery powered flashlight, a battery powered radio, personal hygiene items, a supply of any prescription medications, important documents and cash.
- Have an evacuation plan ready before hurricane season.
- Follow all evacuation orders from state and local officials.
- During a hurricane, stay indoors on the ground floor, away from windows and glass doors. Get on the opposite side of the building from the wind.
- Follow public advisories.

### **Flash Flood**

- Take shelter inside the nearest major building until the flooding subsides.
- If stranded inside a vehicle, remain inside until the flooding subsides.
- Do not attempt to drive through high water.

### **Tornadoes**

- Take shelter in the smallest, most-interior rooms and hallways on the lowest floor.
- Avoid glass enclosed places or areas with wide-span roofs.
- Crouch down and cover your head.
- Wait for the “all clear” signal from authorized emergency personnel.

### **Thunderstorms**

- Stay away from windows.
- Draw shades or blinds to reduce injury from flying glass.
- Minimize use of electric appliances.

### **Lightning**

- Stay indoors. Do not venture outside unless absolutely necessary.
- Stay away from open doors and windows, metal objects, electrical appliances and plumbing until the storm passes.
- Keep cell phone use to a minimum.
- Do not handle flammable liquids in an open container.
- TV sets, computer equipment, and all equipment and appliances should be unplugged if possible.



## **BIOHAZARDS**

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### **Exposure to Infectious Substances**

**Crisis:** Employee or Student is exposed to blood, vomit, or other potentially infectious substances.

### **Crisis Management Outline:**

Universal precautions will be observed by all Aveda Institute Wilmington employees to prevent contact with blood and other potentially infectious materials. Under circumstance 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 fluids are considered infectious.

Latex glove use is required 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 at least a 20-second hand wash. Gloves are located in the cosmetology dispensary.

Location of first aid kits are in the Cosmetology First Aid Locker and in the Spa:

- ✓ Blood and body substances are to be promptly cleaned up by gloved personnel using a bleach solution.
- ✓ Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately or as soon as feasible.
- ✓ Bloody gauze, gloves, and clean-up materials must be disposed of in a plastic bag. Dispose directly into the dumpster.
- ✓ Sharp items should be considered as potentially infected and be handled with extraordinary care to prevent accidental injuries.
- ✓ Notify the Director if hypodermic needles are found. They should be handled carefully with tongs and gloved hands. They will be wrapped in a towel and placed in a proper container.
- ✓ An Accident/Injury form should be completed, if appropriate.

### **Biochemical/Hazardous Material/Radiation**

Person Discovering

- ✓ Isolate the item in question by securing the area.
- ✓ Contact emergency personnel by dialing 911.
- ✓ If applicable, implement Building Evacuation Procedures.

### **Suspicious Mail/Package**

- ✓ Do not handle the mail piece or package suspected of contamination.
- ✓ Immediately notify your President and/or Director who will further determine if a possible threat exists and, if so, will contact the appropriate authorities.
- ✓ If your President or Director is unavailable, make sure the suspicious package is isolated.
- ✓ Ensure that any person who has touched the package has thoroughly washed their hands with soap and water.

- ✓ The police will collect the mail or package, assess the threat situation, and coordinate with the FBI.
- ✓ Designated officials will notify local, county and state health departments.
- ✓ Designated officials will notify the state emergency manager.
- ✓ List all persons who have touched the letter and/or envelope. Include contact information. Provide the list to the inspection service.
- ✓ Place all items worn when in contact with the suspected mail piece in plastic bags, keep them wherever you change your clothes and have them available for law enforcement agents.
- ✓ Shower as soon as possible.
- ✓ If prescribed medication by medical personnel, take it until otherwise instructed or until it runs out.
- ✓ Notify the Center for Disease Control Emergency Response at 770-488-7100 for answers to any questions.

## **MEDICAL EMERGENCY**

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**Crisis:** Employee or student is experiencing a serious or life-threatening injury or illness on school property.

**Crisis Management Outline:** Evaluate the situation and determine the gravity of the situation.

- ✓ Employees should request emergency medical assistance immediately for any person on school property who requests or demonstrates a need for medical attention. Emergency assistance will be provided for any of the following reasons or for any reason that appears to require medical assistance: heart attack symptoms; loss of consciousness; convulsions; acute shortness of breath; apparent or suspected broken bones; sever cuts, bruises or heavy bleeding from any cause; severe dizziness or disorientation; or choking.
- ✓ The employee detecting the need for medical assistance should call or assign someone to call 911 from the nearest phone. Try to have the following information when making the call: sex, age, general type of injury, location of injury, if the person is unconscious, the location of the injured person, the address where you want the aid unit to go and your name and phone number.
- ✓ A Guest Care Coordinator should be notified next and told what and where the emergency is so they can direct the medics upon arrival. If possible, someone should meet the medics and guide the arriving emergency crew.
- ✓ If the person needing assistance is a student, the Director should be notified to obtain any medical history and/ or emergency notification provided to the Institute by the student.
- ✓ The employee aware of the medical emergency should notify their Program Director or the Director.
- ✓ Do not move the person if there appears to be a head, neck, or back injury, if he or she is unable to walk or is unconscious, or if the injury is due to a fall. If the person needing assistance cannot or should not be moved, employees should seek, whenever possible, to move other people out of the area or reroute traffic as appropriate. Keep the person as calm and comfortable as possible.
- ✓ If the person can be moved, assist them to a private office for more privacy.

- ✓ Stay with the person needing assistance until the medics arrive. Only trained personnel should provide medical assistance to the person on school property.
- ✓ If needed a member of the crisis management team will contact parent, guardian, or partner of a student, or partner/ relative of an employee.

## **CRIMES AGAINST PERSON(S)**

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### **Sexual Assault**

**Crisis:** A sexual assault occurs on school property.

#### **Crisis Management Outline:**

- ✓ If the assault is witnessed, do not attempt to interfere or apprehend the assailant. Call 911 immediately.
- ✓ The person assaulted or who knows of the incident should contact security if no crisis management team member is available. Call 911.
- ✓ Crisis management team members may assist a student in reporting violations at a student's request.
- ✓ The President and Director should be notified for further investigation and potential disciplinary action.
- ✓ Depending on the circumstances of the incident, the crisis management team may prepare a statement.
- ✓ Legal counsel is advised of the situation.

### **Violent Incident on School Property**

**Crisis:** A violent incident such as gunfire or stabbing occurs on school property.

#### **Crisis Management Outline:**

- ✓ Do NOT attempt to apprehend or interfere with the assailant(s).
- ✓ 911 should be called by the first person who is aware of the incident.
- ✓ Security should be notified if no crisis team member is available.
- ✓ The police will determine the course of action to take to ensure the safety of those in the vicinity of the incident. If evacuation is necessary, no one else is allowed without police authorization.
- ✓ All communications with authorities will be made through the President or Director
- ✓ The President or Director will identify key personnel to assist with authorities.
- ✓ A copy of the floor plan will be provided to police.
- ✓ If the situation involves an assailant on the grounds outside the Institute, key personnel will initiate an evacuation of the building.
- ✓ The President or Director will instruct the Guest Care Coordinators on how to respond to phone calls regarding the situation.
- ✓ The President will handle all media inquiries. Staff, faculty, and students will be instructed to NOT talk to the media.

Once the immediate crisis is resolved:

- ✓ For any person directly or indirectly affected by the incident: the President and Director will consider the next steps and an official announcement regarding what happened.
- ✓ For those directly affected by the incident: they will be interviewed by a crisis response team.
- ✓ If injuries and/or death are involved:
  - Family members of all casualty victims are notified as soon as possible.

- The President will coordinate this communication.
  - Follow procedures under “Medical Emergency” and/or “Death of Student/Employee.”
- ✓ The President or Director will set up a designated phone line for those that are calling for information.
- ✓ Review security measures.
- ✓ The President or Director will file an Incident Report form.
- ✓ Legal counsel is advised of the situation.

### **Weapons on School Property**

**Crisis:** Student, employee, or visitor has a weapon, such as a gun or knife on school property.

#### **Crisis Management Outline:**

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

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

- ✓ The individual aware of the weapon possession reports the situation to the President, Director and any crisis management team member.
- ✓ Only a crisis management team member, security, or the police should confront the individual with a weapon.
- ✓ If the individual is a student or employee they will be asked to remove the weapon from the premises. If the person is a visitor, he or she will be escorted out of the building.
- ✓ If the individual declines to remove the weapon from the premises, the police will escort them from the premises.
- ✓ The President or Director will take disciplinary action immediately.

Threatening Situation: A weapon is shown in a menacing manner on school property.

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

- ✓ Attempt to retreat discretely and assist others to do likewise.
- ✓ As soon as safely possible, call 911. Provide the emergency personnel with your name, location, and information about the situation including type of weapon, physical description and mental state of the person with the weapon.
- ✓ Notify the Guest Care Coordinator, the Director, security, and a crisis management team member of the situation, and location to assist with direction emergency personnel.
- ✓ Legal counsel is advised of the situation.

### **Incidents Involving Substance Abuse/Under the Influence**

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

#### **Crisis Management Outline:**

- ✓ Notify the Director of the situation; if the Director is unavailable, then the person should notify a crisis management team member.
- ✓ In all cases, an assumption should not be made about the reason for the condition. The person 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 Treatment Center’s 24-hour Helpline should be contacted 877-915-4405.
- ✓ Someone impaired or acting under the influence of a substance should not be permitted to

stay in the building. They should be asked to leave If the individual is cooperative but appears to be potentially dangerous to themselves or to others due to the impairment, call the police. If the individual is uncooperative call the police.

- ✓ The witnessing staff or faculty member will complete the Incident Report form in as much details as possible and submit it to the President.
- ✓ Legal counsel is advised of the situation.
- ✓

## **EMERGENCY EVACUATION PLAN**

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**Crisis:** A fire, bomb threat, hazardous materials leak, earthquake, or other emergency requires evacuation of the campus building located at 3500 Oleander Drive, STE 1111

### **Crisis Management Outline:**

- ✓ Stay calm. Stop work immediately. Gather your valuables but do not pack up work supplies or work in progress.
- ✓ Follow directions of the nearest faculty or staff member for exiting your area. Exit building using nearest exit.
- ✓ Physically challenged individuals are to wait for authorized emergency personnel to assist them. A near-by staff or faculty member should wait with this individual and instruct another employee to notify emergency personnel or their whereabouts.
- ✓ After exiting immediately move a minimum of 100 feet from the building.
- ✓ Do not re-enter the building until emergency personnel give the "All-Clear."
- ✓ Emergency evacuation routes are posted. Each room has an evacuation plan.
- ✓ **If instructed to evacuate do not use the fire alarm system as it could set off a bomb.** Key personnel will go to classrooms and notify people to evacuate. Follow regular evacuation procedures. (See Emergency Evacuation Procedures).
- ✓ If evacuated, no one is allowed back into the building until the authorities have deemed the property safe.
- ✓ The crisis management team will develop a public statement.
- ✓ All crisis management team members should complete an Incident Report form.
- ✓ Legal counsel is advised of the situation.

### **Emergency Evacuation Contingencies: Relocation**

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

### **Crisis Management Outline:**

Short-term (0-48 hours):

- ✓ If there are injuries immediately transport injured parties to the local hospital via ambulances and other emergency vehicles. First-aid trained employees may provide some first aid on-site. A crisis team member will maintain a list of students and employees transported from the site by emergency personnel.
- ✓ Legal counsel is advised of the situation.
- ✓ Establish an information center on site where information can be gathered and disbursed. Under the direction of the President information will be released to the public, family and the press.
- ✓ The crisis management team will create and distribute an information sheet with

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

- ✓ Depending on the condition of the building, the crisis management team will set up a “Recovery Unit” which would allow a controlled number of evacuees to gain entrance to the building and be escorted to their classrooms/offices to retrieve their belongings. This unit would be staffed with a crisis management team member.
- ✓ Make phone available to enable all employees to call home/family.

*If the emergency is such that the evacuees cannot get home:*

- ✓ If the emergency services (Fire & Police) responded to the crisis, they may provide resources for the emergency needs. If needed call 911 for additional resources.
- ✓ The crisis management team will assist with finding lodging for those who cannot get home immediately.
- ✓ Have those evacuees who cannot get home, report in with a crisis management team member. Require them to give their name, address, phone numbers, and other contact information and record where they will be staying. This information may be used to account for evacuees’ whereabouts.
- ✓ Appropriate personnel will check for safety conditions such as gas, water, down electrical lines and shorts, sewage leaks, turn off appropriate utilities; check for building damage and potential safety problems after shocks.
- ✓ Clean up dangerous spills.
- ✓ Wear shoes.
- ✓ Turn on radio and listen for instructions from public safety agencies.
- ✓ Do not use the telephone except for emergency use.
- ✓ Follow steps outlined in “Emergency Evacuation Contingency” should evacuation of people be necessary.
- ✓ Using media statements prepared by the crisis management team, provide information to parents/family on relocation of students, and reassure them that everything is under control.

*After the Crisis (48+ Hours):*

- ✓ Use e-mail and voicemail for announcing programs that help ease emotional distress.
- ✓ Continue public service-related programs for two weeks following the event.
- ✓ The President or Director will hold an all school meeting as soon as possible to give accurate information, get suggestions and provide next steps.

## **FIRE**

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**Crisis:** A fire is discovered in the school building.

### **Crisis Management Outline:**

- ✓ Upon discovering the fire, close the door where the fire is located.
- ✓ **Notify the Director of the situation; if the Director is unavailable, then the person should notify a crisis management team member.**
- ✓ 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.
- ✓ Call 911.
- ✓ If the fire is large or spreading rapidly, immediately sound the building alarm. Evacuate the building immediately. Inform others in the building who may not have responded to the alarm to evacuate immediately. If the alarm stops, continue to evacuate. Warn others

not to enter the building after the alarm stops.

- ✓ If time permits, collect valuables and lock files and office doors before leaving. Walk! Do not run to exits. Follow Emergency Evacuation Plan. If you have mobility impairment, request assistance from those nearest to you.
- ✓ Notify either safety personnel or firefighters on the scene if you suspect someone may be inside the building.
- ✓ Legal counsel is advised of the situation.

## **GAS LEAK**

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### **Person Discovering:**

- ✓ **Notify the Director of the situation; if the Director is unavailable, then the person should notify a crisis management team member. Notify security.**
- ✓ **Do not pull fire alarm. Use of any electrical devices can trigger or spark a possible explosion.**
- ✓ Alert people in the vicinity.
- ✓ If safe to do so ventilate the area.
- ✓ Evacuate the area.
- ✓ If possible isolate any ignition source in the area (flames, sparks, etc.).

## **BOMB THREAT**

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

### **Crisis Management Outline:**

#### **Bomb Threat Received by Telephone:**

- ✓ All bomb threats should be taken seriously.
- ✓ The person receiving the phone call should remain calm and attempt to keep the caller on the phone as long as possible to collect as much relevant information as possible. If possible, alert another employee about the situation so that they can call 911 while the caller is on the line.
- ✓ Listen to the caller and ask the following questions.
  - “Where is the bomb located?”
  - “When will it explode?”
  - “What does the bomb look like?” (Color, Contents, Size, Shape, Etc.)
  - “What kind of bomb is it?”
  - “What will make it go off and when?”
  - “Why are you doing this?”
  - “Who are you?”
- ✓ Listen for any characteristics that could describe the caller’s voice (age, sex, or accent), mannerisms, and emotional state. Also listen for background noise (traffic, music, other voices, etc.)
- ✓ Immediately call 911. Give your name, location, and phone number to police. Inform them of the situation including any information you may have as to the location of the bomb, time it is set to explode, time you received the call, etc.
- ✓ Contact the Director. In their absence contact any crisis management team member.
- ✓ Legal counsel is advised of the situation.
- ✓ The crisis management team will order the evacuation of the building.

- ✓ **Do not use the fire alarm to evacuate the building as it could set off the bomb.** Crisis management team members will go to classrooms and notify people to evacuate. Follow evacuation procedures under “Emergency Evacuation Procedures.”
- ✓ Once evacuated, no one is allowed back into the building until the authorities have deemed the property is safe.
- ✓ The marketing team will develop a public statement.

## **ACCIDENT INVESTIGATION**

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A valuable element of any safety program is the accident investigation and reporting system. An effective accident investigation and reporting system can help reduce the number and severity of accidents by uncovering the causes of the accident and by initiating corrective actions to prevent recurrence of accidents of a similar nature. Accidents cannot be effectively averted unless it is learned how and why they happened. Additional benefits are as follows:

1. Document facts relating to the accident event for legal purposes.
2. Identify safety program weakness and failures, which allowed the accident to occur.
3. Involve employees and students in accident prevention.
4. Promote positive safety attitudes.
5. Objective evaluation of the safety training procedures.

Because of these benefits and the importance of accident investigation to an overall safety program all accidents, including near-misses, injuries requiring first-aid, or those causing only property damage, will be investigated at the Institute.

## **TRAINING**

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### **Safety Training for Employees**

The purpose of employee safety training is to establish a systematic method of teaching employees to perform the required tasks in a safe and efficient manner. There are four primary objectives in employee safety training:

1. To teach employees hazard recognition and methods of corrective action;
2. To involve employees in accident prevention;
3. To motivate employees to accept their safety responsibilities; and
4. To provide employees information on accident causes, occupational health hazards, and accident prevention methods.

## **EVALUATION AND REVISION**

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Annual evaluation and/or revisions to this plan will be addressed. This will allow for review of recommendations made in the annual safety audits and accident/incident reports.

Revised plans are to be distributed to all faculty and staff in a timely manner. Human Resources should also receive copies of any revisions to include in a new hire orientation. Portions of the plan that are included in the Institute Catalog are also to be monitored on an annual basis to assure that students are getting updated information.

The Health and Safety Plan is shared with the students, employees, and posted for our guests. AIW provides and is responsible for any reasonable accommodations of students who are identified to have special needs. Staff meetings include discussions of health and safety, including emergency response procedures.



## **CAMPUS CRIME REPORT**

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An Annual Crime Report will be provided by October 1 of each year. The report is made available to all staff and students of the Aveda Institute Wilmington. The procedure will outline information on security of and access to campus facilities, sex offenses, and offender registration.

## **EXHIBIT 1: INCIDENT REPORT FORMS**

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