



Taylor Business Institute's
Crisis Management and Workplace
Violence Policy

February 2025

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1. Introduction

The College shall maintain a crisis management plan to handle various crises which might threaten the physical safety of students, employees, the public and/or the resources of Taylor Business Institute (TBI). The Crisis Management Plan should address, without limit: criminal activities, medical emergencies, workplace violence, active shooters, fire, outbreaks of disease or infections, acts of terror of war and similar situations which require the management of resources and processes to protect life and property. The plan shall provide for effective means of communication with students, employees and the public. In the development of such a crisis management plan, the following underlying principles shall apply. The protection of human life and health is of the utmost importance. TBI property and other resources shall be protected and preserved wherever possible. The college shall cooperate with federal, state, and local disaster management and law enforcement agencies with respect to any crisis occurring on TBI property and/or involving college personnel or students.

Plans should provide for the designation of a single individual as coordinator supported by a designated crisis management team. The college attorney shall be consulted in cases where the legal responsibilities of the college are unclear.

The college has a policy of zero tolerance for violence. Employees who engage in violence in the workplace, or threaten violence in the workplace, may be terminated immediately for cause. No talk of violence or jokes about violence will be tolerated.

“Violence” includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing, weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with the college, including students and employees, never feels threatened by any individual’s actions or conduct.

2. Communications

- Communications shall be from the President or her designee with respect to crises affecting the institution.
- The Crisis Management Team shall inform the President and the Board of Governors of any crisis that has occurred and give periodic status reports as information is available.

- Appropriate information shall be provided routinely to TBI employees and students to enable their cooperation in a potential crisis.
- The Safety and Security Coordinator is the contact person for adaptations or revisions to this policy.

3. Types of Crises/Emergencies Identified

- 1) Medical Emergency – epidemic or poisoning.
- 2) Violence Crime or Behavior – robbery, suicide, personal injury (existing or personal) etc.
- 3) Off Campus Incidents/Accidents Involving Students, Faculty and/or Staff.
- 4) Active Shooter.

4. TBI Crisis Management Team

The TBI Crisis Management Team is created under the authority of the President of Taylor Business Institute. Authority to activate the Crisis Management Team is designated to each member. The TBI Crisis Management Team must be available to respond and react as a team in emergency or crisis situations. The team is required to meet annually to review the plan and update information. A written report will be provided to the President after each review.

The TBI Crisis Management Team consists of the following roles:

- Incident Commander
- Public Information Officer
- Safety Officer
- General Staff consisting of Vice President, Dean of Academic Affairs and Safety and Security Coordinator

5. GENERAL PLAN

Assumptions

In any situation where the Police or Fire Department are involved, they will secure the situation and take jurisdiction of all activities. The President of TBI will coordinate all college communications including those with the media. Under no circumstance will any representative of the college reveal a victim's name in any case, unless authorized to do so by the victim or the victim's agents.

Crisis Team Meeting Place

The 9th floor conference room will be the primary meeting place.

Emergency Shelter

The lower level will be the on-campus emergency shelter for students and teaching staff. The 9th floor will be the on campus emergency shelter for the administrative staff.

6. Crisis Management Team Responsibilities

Emergency in Progress or Immediate Aftermath

City services are called if required and not already on scene.

Initiate College communication plans, contact key personnel.

Set up command post.

React and coordinate activities for campus security, evacuation, shelter, counseling, etc.

Coordinate restoration of lost or damaged utility services.

Initiate damage control.

Contact Emergency Responders

Complete incident report(s) and complete a record of activities.

Post Emergency

Debrief and continuing communications as required to the college community, general community, and the media.

Ensure arrangements are made for counseling to be provided to those who need it.

Record events and prepare permanent records to be maintained.

Assess any required changes or additions to the crisis management plan.

Complete incident report(s).

7. College Functional Responsibilities

Security Services

Protect lives and property as well as secure and control the emergency site.

Coordinate and maintain command post.

Maintain public order on campus.

Coordinate rescue activities by college personnel.

Record the event and actions taken.

Assist proper authorities (Police, Fire, EMS, etc.) whenever necessary.

Safety and Security Coordinator

Handle or clear all media activities.

Act as chief spokesperson for the college or advise chief spokesperson.

Initiate emergency closing notifications and coordinate special notifications as required.

Provide clear, continuous and timely communication to faculty, staff and students and external publics as required.

Building Maintenance

Monitor safety hazards.

Field observations for hazardous conditions and situations.

Advise on measures to maintain safety.

Record the event and action taken for liability and risk management.
Contact appropriate outside agencies.

Dean of Academic Affairs

Contact students or families when appropriate.
Advise faculty about situations involving students.
Provide counseling as required to victims and affected individuals.

8. CRISIS MANAGEMENT PROTOCOL

A. Medical Emergency

STEPS

Person Identifying Situation

1. Notify 911 and indicate medical emergency, 911 will contact necessary Emergency Responders.
2. Notify the Safety and Security Coordinator or the Dean of Academic Affairs.
3. Be available to provide information to Emergency Responders about the situation.

Security Services (Safety and Security Coordinator)

4. Safety and Security Coordinator will contact the Crisis Management Team
5. Secure the victim from further injury due to unsafe conditions if possible.
6. Prevent unauthorized access to the incident site.

Crisis Management Team

7. Set up crisis command post.
8. Arrange for temporary accommodation and relocations if necessary.
9. Prepare for appropriate communication.
10. Arrange for hot line if necessary for students and/or parents.

B. Violent Crime or Behavior

STEPS: CRIME IN PROCESS

Person experiencing situation

1. Stay Calm
2. Meet demands (money, grades, etc.) whenever possible
3. Notify 911 and indicate the situation immediately
4. Contact Safety and Security Coordinator as soon as possible
5. Move to a safe environment

Security Services (Safety and Security Services)

6. Safety and Security Coordinator will contact the Crisis Management Team.
7. Secure the victim from further injury due to unsafe conditions if possible.
8. Prevent unauthorized access to the incident site.

Crisis Management Team

9. Initiate communication plans.
10. Set up crisis command post if required.
11. Arrange counseling or victim service for affected individuals.

C. Discovery of Violent Crimes

STEPS: DISCOVERY OF VIOLENT CRIMES (POST OCCURANCE)

Person Discovering the Situation

1. Notify 911 and they will notify appropriate responders.
2. Notify the Safety and Security Coordinator as soon as possible.
3. Go to a safe place and wait for Emergency Responders. Report everything noted, or relevance, to the authorities.

Security Services

4. The Safety and Security Coordinator will secure the area.
5. Assist Police or Emergency Responders with any required actions deemed necessary.
6. The Safety and Security Coordinator will contact the Crisis Management Team.

Crisis Management Team

7. The Crisis Management Team will contact other required personnel.
8. Arrange for counseling or victim services for those affected.
9. Prepare media response as required.
10. Notify family if required.

D. Off Campus Incidents Involving Students, Faculty and/or Staff

STEPS:

1. Notify the Safety and Security Coordinator or Dean of Academic Affairs as soon as possible.
2. The Safety and Security Coordinator or the Dean of Academic Affairs will notify the Crisis Management Team immediately.
3. The Crisis Management Team will contact the required personnel.
4. Prepare press release if required.
5. Arrange counseling if required.

E. Active Shooter

STEPS:

Person Identifying Situation

1. Treat all threats as a life-threatening situation.
2. Do not assume the threat is unreal or not possible.
3. Notify 911 immediately.

4. Follow active shooter procedures.

Security Services (Safety and Security Coordinator)

5. Assess situation and notify College administration if necessary.

6. Follow the evacuation procedures.