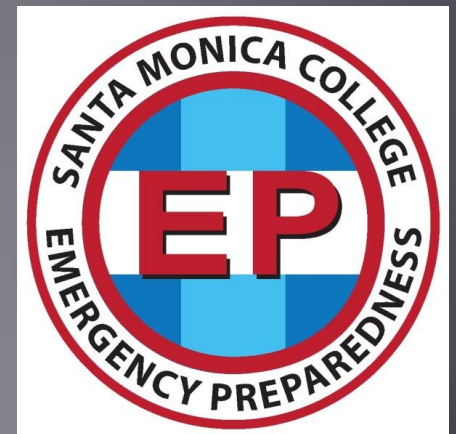


Santa Monica College

“Preparing and Responding to the
Unthinkable – Lessons Learned and Moving
Forward”



November 7, 2013



Outline:

- I. Introductions
- II. Overview of Events
- III. How SMC Responded:
 - What Worked/In Place
 - Lessons Learned/Improvements
- IV. Moving Forward
- V. Resources Available to Assist Other Institutions
- VI. Questions



Santa Monica College Police Department

Dr. Albert Vasquez

Dean-Campus Security, Student Health, and Safety;
Chief of Police

Shooting Incident

June 7, 2013

Prior Incidents

- Tuesday, April 23-Bomb Threat
- Saturday, May 4-Suicide “On-Campus”
- Thursday, May 16-LA County Active Shooter
- Friday, June 7-SMC Shooting

Pre-Planned Presidential Visit

- Additional SMPD Officers and Mutual Aid Officers from LA County were deployed for the visit of President Obama to Santa Monica
- Contingency plans were developed for route security
- At the time of the shootings in the City and Santa Monica College, President Obama was town.

Police Information

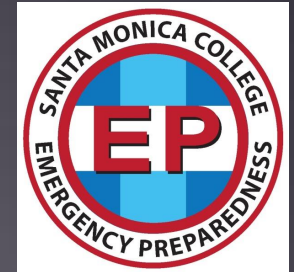
- Full Containment of Crime Scenes-Multiple Agencies
- Establishment of a Unified Command Post-Police and Fire
- Additional personnel from Mutual Aid/Mutual Assistance
- Long term needs for sworn personnel
- Suspicious Packages
- Crime Scene preservation and investigation
- Chief Seabrooks and Chief Vasquez act as the PIO's

Clean-Up

- Police Department contacts crime scene clean-up and board-up crews
- Library and Liberal Arts Buildings Damaged
- Windows and Doors Boarded up and painted
- Police personnel work with contractors for patching and painting
- Police personnel clean-up Lot 5 area.
- All prepping for opening of school on Monday

Continuity of Operations

- School opens Monday with additional police staff (SMPD)
- 68 hours after the Shooting
- Vigil held Monday night
- Graduation held Tuesday night with additional police staff
- 102 hours after the Shooting



How SMC Responded:

- What Worked/In Place
- Lessons Learned/Improvements

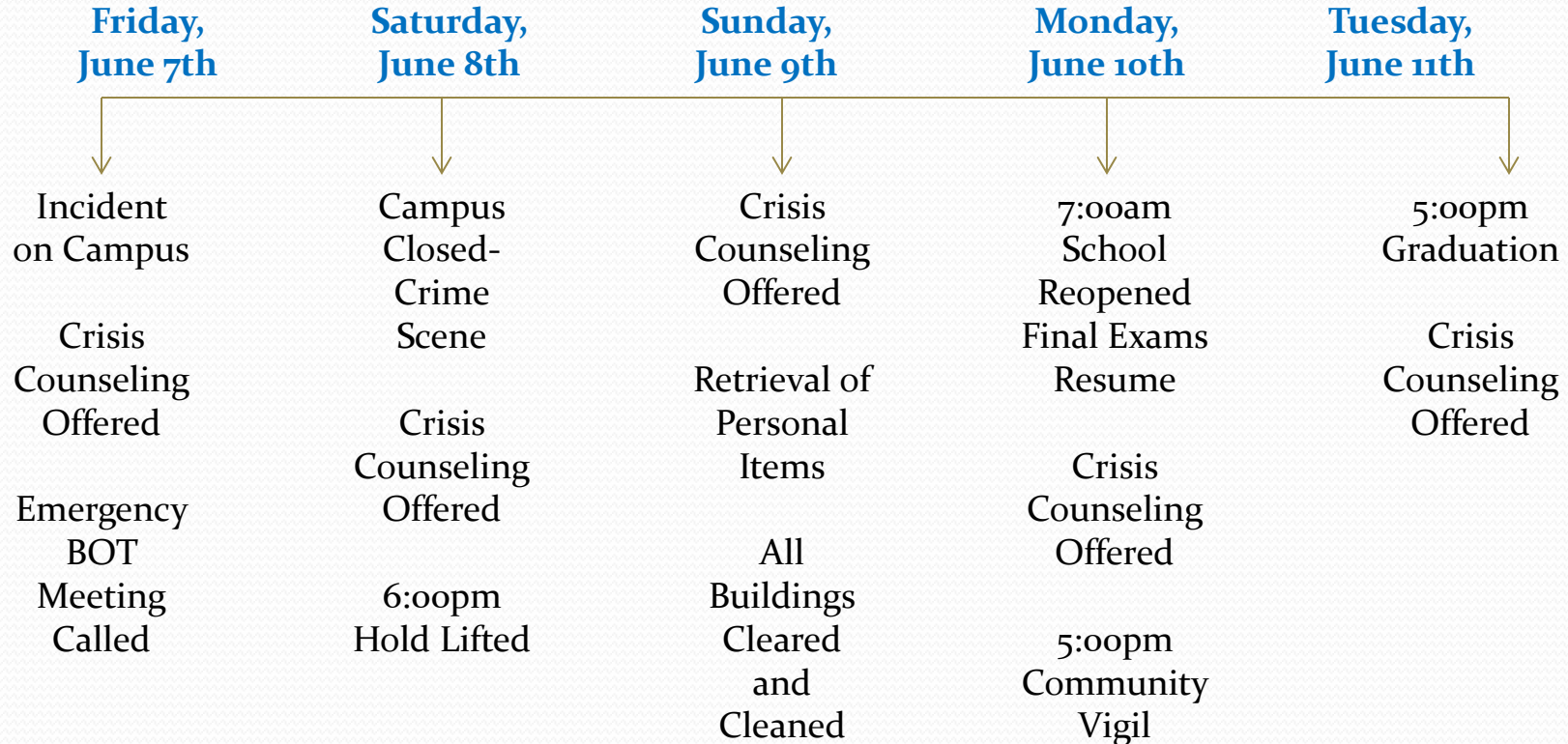
Brenda Benson, Dean of Counseling and Retention
and

Michael Tuitasi, Vice President of Student Affairs

Recovery

- Lock Down
- Emergency Meetings
- Identify Task and Assign Duties
 - a. Crisis Counseling
 - b. Information to College Community
 - c. Risk Management
 - d. Recovery of Personal Property
 - e. Rescheduling Finals
 - f. Campus Clean-up
 - g. Graduation

Timeline of Recovery Activities



Crisis Counseling

- Immediate Need for Services
- Psychological Services Staff Among Those Severely Traumatized
- Turned to City of Santa Monica for Help
- Contract with Crisis Care Network
 - Specialize in Trauma Services
 - Individual Counseling
 - Group Counseling
 - 24/7 Hotline with Multi-Lingual Therapists

Crisis Counseling

- Intensive In-Person Services for 2 Weeks
- Hotline Available for 1 Month
- Outpouring of Community Support
 - The Red Cross
 - LA County Department of Mental Health
 - Didi Hirsch
 - St. John's Hospital
 - UCLA
 - HOPE Animal Assisted Crisis Response
 - And More



Crisis Counseling

- 250 faculty, staff and students received individual counseling in first 2 weeks
- An additional 200 attended a group counseling session
- 400+ utilized the Hotline
- Faculty and staff referred to Employee Assistance Program (EASE) for on-going treatment
- Crisis Care Counselors and HOPE therapy dogs returned for Fall Flex Day Program

Crisis Prevention Team

- Active 13 Person Team Founded in 2007
- Key Members Include: Psych Services, Campus Police, Disciplinarian and College Counsel
- Team Has Partnered with Emergency Preparedness Efforts
- Two Critical Roles
 - Reviewing Cases and Developing Intervention Strategies
 - Faculty and Staff Training

Notification from the Superintendent President

June 9th, 2013

Dear College Community:

Over the last few days, I have been following with interest the numerous individual e-mail messages and e-mail discussion threads regarding emergency preparedness and response. Collectively, these communications among faculty and staff include many valid observations and thoughtful recommendations. From them, I have identified three initial central themes in terms of issues that need to be addressed:

- *The need for a centralized emergency alarm/notification system*
- *The need for a uniform locking system, particularly for classrooms*
- *The need for training*

While there are various, sometimes conflicting, opinions on specific implementation details regarding alarm/notification and locking systems, these issues clearly emerge as paramount. The many specific procedural questions contained within these communications illustrate that all of us are in need of additional training. I want to assure you that your ideas are being heard and considered and that we will be identifying and evaluating options for dealing with these three items immediately.

I want to encourage you to continue to communicate issues, ideas, concerns, and suggestions. However, we need a central point of contact to ensure that all input is considered. I have asked Vice President Mike Tuitasi to expand the workgroup that was assembled during the throes of the emergency into a task force charged with making specific emergency preparedness and response recommendations. Therefore, please send future communications to Vice President Tuitasi.

Once more, I want to thank the entire college community for all that has been accomplished in dealing with the tragic incident our institution has experienced and in allowing us to get back to fulfilling our mission of providing instruction and services to students.

Chui L. Tsang
President



EMERGENCY OPERATIONS

- *Meet weekly
- Information Technology
- Telecom
- Facilities
- Media Center
- Legal
- Campus Police

CHARGE:

- 1) Update the Emergency Operations Plan
- 2) Identify a centralized emergency alarm/notification system
- 3) Explore locking systems for offices, classrooms, and all buildings



EMERGENCY PREPAREDNESS TASK FORCE

- *Meet twice a month
- Managers, Faculty, Staff, and Students

CHARGE:

In response to the June 7th incident, the Emergency Preparedness Task Force will serve as an ad-hoc committee whose charge is to review the Emergency Preparedness policies and procedures for Santa Monica College and make recommendations in the areas of Access to Information (Webpage and Monthly Updates), Communication and Notification, Disaster Services Workers (What is Your Role), Education of Students, Assessment of Facilities, and Trainings & Simulations.



SMC EMERGENCY PREPAREDNESS COMMITTEE

- *Meet once a month
- Managers, Faculty, and Staff

CHARGE:

The safety and security for students and staff of Santa Monica Community College District is a priority. As part of the Disaster Resistant California Community College consortium, SMC has the opportunity to continually improve, evaluate and modify emergency procedures and protocols. All six SMC campuses face both natural and human-made disasters. By planning, training and organizing mock exercises, SMC will be better prepared to handle these critical incidents.



Campus-Wide Feedback

Important to hear from college community about their concerns:

- *The need for a centralized emergency alarm/notification system*
- *The need for a uniform locking system, particularly for classrooms*
- *Training*

**Addressed campus questions about Emergency Preparedness.
Posted on [SMC Emergency Preparedness Website](#)*

Centralized Emergency Alarm/ Notification System (Before)

Notification system prior to June 7th:

- Black Board Connect (Limited messaging)
- Office phones
- PA Towers (Used as emergency phone towers)

Centralized Emergency Alarm/ Notification System (Now)

New Notification System -A single notification can be set to all devices:

- 1,200 new voice and text messaging telephones (every classroom)
- Popup notification on all College desktop computers
- Talk-a-Phone emergency call towers (PA Towers)
- Blackboard Connect mass email, voice, and text messaging (Unlimited messaging)
- Digital signage
- IP speakers and message boards
- Library paging system
- Bookstore paging system
- Twitter
- Notification to off-campus sights (Pool, Virginia Park, Malibu Location)

Note: Website used as a flexible medium to display large amounts of content.

The Need for a Uniform Locking System (Before)

- Several buildings have remote locking capabilities
- Various classrooms do not lock
- Many faculty do not have keys to classrooms

The Need for a Uniform Locking System (Now)

Conducting an Assessment of College Emergency Systems and All Buildings:

- Cameras- upgrade
- Dispatch Center- upgrade
- All doors and windows inspected
- PA Towers operational in open areas
- Radios: All building monitors
- Satellite radios: Senior administration
- Upgraded faculty keys

Trainings and Simulations (Before)

- Website was not regularly utilized
- Emergency Preparedness was not part on campus culture
- Training was offered but sporadically attended

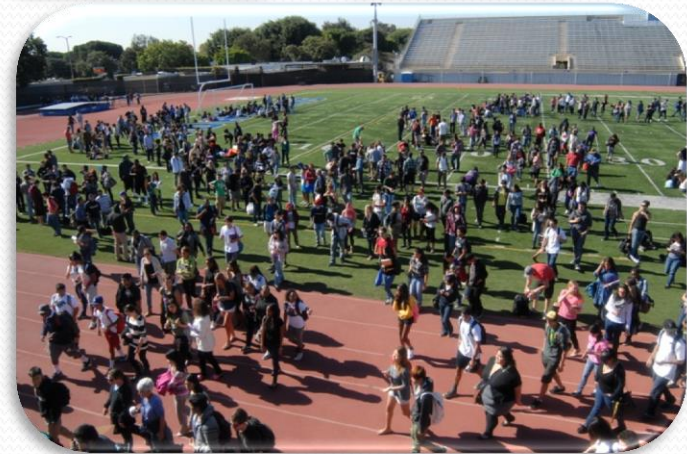
Trainings and Simulations (Now)

- Opening Day- Dedicated to emergency preparedness training
- Training offered every Friday
- Mandatory training for staff
- College- Community Emergency Response Team (C-CERT) available
- Comprehensive emergency information on website, in classrooms, and in paper form (red folders)
- Building Monitor training (Identified staff and all managers)
- Senior administration: Training of notification protocol and system.



CA Shake-Out **Shake Out**

- Mandatory evacuation drill
- Activated notification system
- Building monitors in place
- Emergency Preparedness fair
- Campus survey

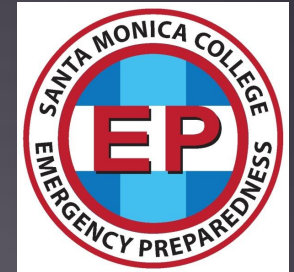


Santa Monica College

Building Monitors



Moving Forward



Eve Adler
Academic Senate President
Santa Monica College

Fall 2013 Opening Day

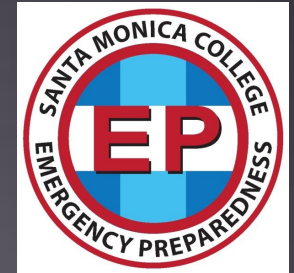
- Faculty Concerns
- Campus Safety
- Academic Senate's Professional Development Committee
- Campus wide participation
- Disaster Services Workers
- Attend trainings (Departmental, Crisis Prevention, EP)
- Feedback

Role of Faculty

- The “Model Syllabus”
- Discuss emergency procedures with students
- Identify exits and evacuation areas in classroom
- Keep updated contact information on file with Human Resources
- Lead students in the event of an emergency (Evacuation or Lock-down)
- [Faculty Toolkit](#)

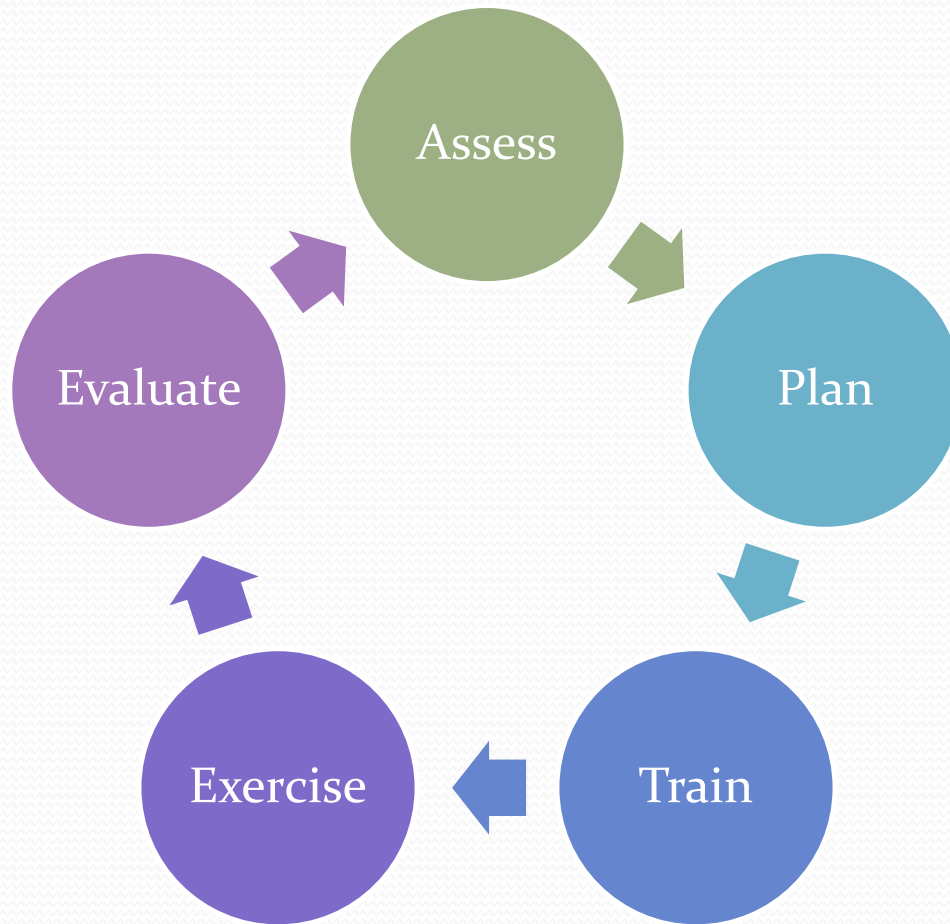
Students

- Emergency Preparedness Information posted in orientation, student handbook, college website, and student newspaper
- Identify exits and evacuation areas in classrooms and buildings- situational awareness
- Keep updated contact information on file with Admissions and Records
- Emergency Preparedness training for all AS Officers, student leaders, club presidents, and student cadets
- Input emergency phone numbers in their cell phones
- [Student Toolkit](#)



Resources Available to Assist Other Institutions

5 Steps when Implementing Emergency Preparedness Procedures



1. Assess: Facilities, Threats, Resources, Risks Factors, and Capabilities.
2. Plan: Review EP Plan- Make it more user friendly. Borrow information. Don't recreate the wheel.
3. Train: Train all groups on new plans and procedures.
4. Exercise: Test the system and plan. Table top exercises and simulations.
5. Evaluate: Feedback from the college community.

Repeat

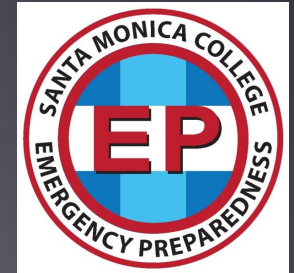
Lessons Learned

- A. Provide clear definitions for the role of faculty, staff, and students in an emergency
- B. Disaster Service Workers
- C. Review Emergency Preparedness Plan and modify to meet the needs of the institution
- D. Mandatory training
- E. Identify key community partners and set-up agreements before an incident occurs



Where We are Now

- Ongoing trainings for all college constituencies
- Creation of an Office of Health and Emergency Services
- Faculty: Adding emergency preparedness to syllabi and classroom discussions
- Dissecting and reformatting Emergency Operations Plan
- Reviewing policies and procedures
- Ongoing testing of notification system
- Resiliency



Questions

