



Touro College

Emergency Preparedness \* Information Security \* Campus Security  
**EP\*I\*CS AWARENESS Quarterly**

# EXTRA EXTRA

In this issue of EP\*I\*CS we have lots for you to peruse on physical security, emergency preparedness and cyber safety. As always, let us know how helpful you found this issue by emailing [enews@touro.edu](mailto:enews@touro.edu).

Issue 3

March 1, 2010

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## Emergency Preparedness: CRISIS COMMUNICATION

The loss of our Founder and President, Dr. Bernard Lander, highlighted many areas of EMP that the College is equipped to handle, and some areas that could definitely use improvement. I've received numerous emails and phone calls from you asking the procedures to follow when an emergency necessitates closing the College, and other questions related to emergency communication procedures. It was a challenge getting information out to the College community and notifying all employees and students of the College's closing. Many of you were not notified and are not aware of how you will be notified of a critical event, so in this issue of EPICS I will discuss the crisis communication plan we have in place to make notifications to the College community.

A critical incident does not need to be a dramatic or traumatic event. It is usually an incident that has made a significant impact on you, or in this case the College; one that made you stop and think or raised questions. Closing the College for two days in a row forced us to take a hard look at the way we communicate during an emergency.

### Snow/Emergency Closing - New York Tri-State Area

While it is rare the College will close all campuses, it is important to know where to check for information on closings and delayed openings. During the winter season we are on constant alert for weather conditions, so the College has a procedure in place in anticipation of closing due to snow emergency.



The first step is to know what is going on in the world around you. We live in the Age of Information and finding out if there is a critical event occurring on your daily route or at your final destination is easy to do. I highly recommend signing up for the Notify NYC program at [www.nyc.gov/notifynyc](http://www.nyc.gov/notifynyc). It is a free service offered by the City of New York to keep you in the know about critical events in your area. Additionally, listen to the radio or watch the news in the morning and in the evening. Meteorologists track storms days in advance, and while they may not always be accurate, it is important that you be aware the possibility of a severe storm exists.

The day of or the day before an expected snow storm, an email will go out to all employees advising them to check the main Touro website, [www.touro.edu](http://www.touro.edu) for updated information on school closing. A conference call of senior administration is initiated before an expected snow storm to determine

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## Campus Security : Survey Results

During the last quarter you participated in a Security Survey. As a result of this survey we would like to inform you of some of the recommendations that were received, and how we intend to address them. We sent out a survey with ten questions. We received a total of 294 responses.

Questions 1 thru 3 were based on wearing the Touro ID consistently, and encounters with the Security Guards. In all areas Security rated above 80% in compliance. It was refreshing to see that most of the staff indicated they are wearing their ID at all times, eliminating the need to be asked. There were several comments regarding the potential breach of Security in building 43 on the 6th & 7th Floors, and building 27 on the 4th Floor. We have taken these comments into consideration.

Question 4 addressed uniform and appearance. Security rated 96% Satisfactory.

Question 5 addressed everyone's awareness of Physical Security Protocols and was distributed as follows: 34.1% were extremely knowledgeable, 45.5 % slightly knowledgeable, 11.4% had no knowledge and 9.0% stated they were new employees. The percentages associated with this question revealed the need to develop and implement a Physical Security Awareness Program. We have prepared two training curriculums to address this rating. You should visit our website at [www1.touro.edu/csd](http://www1.touro.edu/csd) for future announcements.

Question 6 addressed Campus Security Officers conducting site patrols. We are currently piloting two programs: our vision patrol, which is done with a hand held device, and our physical patrol. The results of this question indicated that 42.7% revealed that they have observed patrols while 57.3% said they had not. We will be working toward improving this rating. In addition several employees stated that they would like to inform security of their presence when working after regular business hours and had no means of communicating with Security. We have listed our Security Post contact information at the end of this issue of the EPICS Quarterly newsletter.

Question 7 was a question that will establish a benchmark for us. The question related to the company chosen to provide a physical Campus Security presence. We had 66.7% state that the new company is better, 27% state it is the same, and 6.3% state that they are new to our Campus and cannot provide a response. We will periodically monitor this and see if it improves or deteriorates as time goes by.

Questions 8 & 9 had to do with knowledge of our website and what recommendations you would like to see in the future. The responses were very informative and consistent with the security plans which were generated. You have requested more than one physical Campus Security Officer at each site to reduce response times. Interdisciplinary training was requested as well. Additionally, there were many comments regarding the need for security at sites with no security, improved lighting in areas with parking lots, and displaying of posters with emergency contacts for fire related issues. These are all very good suggestions for which funds have been requested in our annual security plan budget.

Question 10 gave us a range where the responses were received so that we were assured that all sites were able to participate.

- L. Perez

## Information Security: Focus on Identity Theft

Tax season is the perfect backdrop from which to raise your awareness to Identity Theft. What is "Identity Theft"? Identity Theft is a crime that involves someone pretending to be someone else to gain some type of benefit, such as, using someone else's credit history to take out a bank loan and then not repaying it.

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## Campus Security : Clery Act

The Clery Act, formerly known as the Crime Awareness and Campus Security Act and also referred to as "The Student Right to Know and Campus Security Act", was signed into law in 1990 and went into effect on September 1, 1991. It was named after 19 year old Jeanne Clery who was sexually assaulted and murdered in her Lehigh University residence hall in 1986.

The Clery Act requires that Educational Institutions including, Touro College provide timely warnings of crimes that represent a threat to the safety of students, employees, and faculty and to make our campus security policies available to the public. The act also requires that we collect, report, and disseminate crime statistics to everyone on campus and to the Department of Education, annually. To be in full compliance with the law we must do the following:

- Publish and distribute an Annual Campus Security Report to current and prospective students and employees by October 1 of each year. The report must provide data for the past three years; and, detail Campus and Community policies related to Physical Security procedures to be followed.
- Provide students, employees, and faculty with timely warnings of crimes that represent a threat to their safety. Our Campus Security Department is required to keep a detailed crime log of all crimes reported to us within the last 60 days.
- Keep the past three years of crime statistics detailing crimes that have occurred on campus, in residential facilities, in public areas on or near campus, and in certain non-campus buildings, such as remote classrooms. The statistics must also include liquor and drug law violations and illegal weapons possession if they result in a disciplinary referral or arrest.
- Notify the campus community where information concerning registered sex offenders who are on campus can be found. This information is provided by State Law enforcement and is available through [www.sexualoffender.com](http://www.sexualoffender.com) or [www.offender.doc.state.us](http://www.offender.doc.state.us).

What is your responsibility under the Clery Act and Touro Policies?

- You are required to report all incidents immediately. You must report any incident to an on-site security officer, manager, director of service and/dean at your site program or to Campus Security Administration via email at [Security@touro.edu](mailto:Security@touro.edu), or via our emergency hot line 1-88-Touro-911.
- Review the Annual Security Report available on line at [www1.touro.edu/csd](http://www1.touro.edu/csd) or request a hard copy thru your Dean or directly from the Campus Security Administrative offices located at 43 West 23<sup>rd</sup> Street, 4<sup>th</sup> floor.
- If you see something call or report your observation.

**Remember: Prevention is always the best defense in Security. Do not be afraid to bring your concerns to the Campus Security Department!**

- L. Perez

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## Information Security: Guest Columnist: Safety in writing: Understanding Plagerism and how to Avoid it

The Random House Dictionary of the English Language, unabridged edition, says that plagiarism is, "the appropriation or imitation of the language, ideas or thoughts of another author, and representation of their work as one's original work." Plagiarism is disrespectful of the work of others, but moreover, *is* considered a matter of civil law and *can* bear serious legal consequences. In a college setting, plagiarizing is also considered a **serious** academic offence.

### Academic Essays

College assignments often require researching and incorporating information from published sources into one's own writing. This process is essential to establishing authority and credibility in academic undertakings. That said, when building upon the work of others, one needs to be careful not to present another person's ideas and words as his or her own.

Some **examples** of plagiarism include:

- Taking a concept or idea from a source without citing
- Using facts, statistics, or information that does not comprise common knowledge without citing
- Using original text when paraphrasing
- Buying a paper from a term paper service
- Copying a friend's paper and handing it in as your own
- Copying and pasting a paragraph from a web page into the text of a research paper

The act of plagiarizing may be accidental or conscious. Accidental plagiarism occurs when a writer does not intend to plagiarize, but neglects to cite sources correctly or completely. Understanding the rules for citing sources can help one avoid accidentally stealing someone else's work.

### Email

Plagiarism applies to email messages as much as it does to other documents. Cite all references, quotes and sources used when emailing, just as one would in writing an academic essay. The same applies to reproducing (forwarding) information received via email. **Do not** make changes to someone else's message and pass it on without making it clear where changes have been made. This is misrepresentation and considered a form of plagiarism.

Practice safety in writing! For more information on plagiarism and how to avoid it, visit <http://www.touro.edu/library/guidesTutorials/AvoidingPlagerismStudents.pdf>.

- Caitlin Q. Bernstein, MLS

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# Information Security: Focus on Identity Theft Continued

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To help with identifying how to "Deter, Detect and Defend against Identity Theft", the government's Federal Trade Commission (FTC) has put together an extensive website of information on Identity Theft and have campaigned to get the message of "Avoiding Identity Theft" out. Go to their website ([www.ftc.gov](http://www.ftc.gov)) and click on the section entitled "Identity Theft" where you will be able to watch videos and get more information than I can possibly put together for you in a newsletter article.

In case you don't have time to go through the FTC website, below I have listed "quick hit" reminders to help you to defend against identify theft (also see Campus Security excerpt on Thoughts on Identity Theft in this issue) and remember that we must guard our own identities throughout the year, not only during tax season. Also equally important, we have a responsibility to guard the identities of our customer base (fellow co-workers, students, faculty) that we are entrusted with as part of our job responsibilities. Remember:

- Never send out information in emails that would be considered personal (e.g., account information, social security numbers, etc.) for you or our customers.
- Touro Policy requires confidential information to be stored in an encrypted form on any portable media device. Ask your local IT Services group for help identifying media to buy that is already encrypted. Preferable practice is simply to not store confidential information on portable media.
- Whenever you work with confidential information (e.g., bursar, financial aid, human resources) and you need to step away from your workstation, press the "Windows key (next to the Alt key on your keyboard)+L" key to lock your workstation. This simple two step combination prevents someone who doesn't have your job responsibilities from gaining unauthorized access to confidential data you have been entrusted with per your job description. All employees should be practicing the two step.
- If you are throwing out or redeploying electronic media as part of your job function, remember that you must "shred" the hard drive, CD/DVD or other storage device. If you are not sure how to do this, contact your local IT services group or drop me an email.
- Use the advice associated with shredding and snail mail provided by Campus Security. If you are entrusted with confidential information you are responsible for safeguarding it regardless of whether it is in physical or electronic form.

A note related to the IRS. The IRS will not ask you for personal information in an email so if you receive an email that "looks" like a request from the IRS be assured that it is a "phish" attempt and we all know what we do with "phish", right; delete the email and drown the "phish". Also, when doing your taxes, peruse the IRS website ([IRS.GOV](http://IRS.GOV)) for alerts on scams and advice on using reputable preparers; the IRS usually publishes a list of reputable preparers to assist you in your selection so use their guidance.

OK; so what happens when you followed all the rules and you still think you may have been compromised; your identity was stolen? *Continued on page 8*

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## Emergency Preparedness: CRISIS COMMUNICATION Continued

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if the severity of the storm necessitates a delayed opening or complete closing. It is not unusual for a campus in one part of the City to be open/delayed and another, located in a different part of the City, to be closed. The decision is based upon the various weather patterns across the Tri-State area. After a decision is made the College's new Auto Dialer System contacts employees and students; the information is posted on the telephone system of the Main Campus, on the Touro website, [www.touro.edu](http://www.touro.edu), and 1010WINS and WCBS880 radio stations. IF YOU HEAR A STORM IS EXPECTED, ALWAYS CHECK THE VOICE MAIL SYSTEM OF THE MAIN CAMPUS FOR CLOSING UPDATES, AS WELL AS THE TOURO WEBSITE, [www.touro.edu](http://www.touro.edu).

If a snowstorm or other emergency necessitates an early closing, an email will go out to all employees advising them the time the College will be closed and what time to expect information to be posted on the main website and the voice mail of the Main Campus advising them of the status for the next day. Students will be notified via the College's Auto Dialer System. Please read the section on *Voice Mail Notification* to learn more about the Auto Dialer System.

If a snowstorm is forecast to begin late at night, it is bit more challenging to notify the College community in time for people to leave for work and class. The procedure followed is the same as above, but it is possible information will not be posted to the main website or the voice mail of the Main Campus until 6AM the day of the snowstorm. Senior administration will make every effort to issue information as early as possible for commuting students and employees.

Campuses outside of the New York Tri-State area should contact the dean of your campus for instructions on school closing notifications.

### **Critical/Emergency Notifications**

There are other critical situations, besides the weather, that would necessitate contacting the College community. The procedures below are used for all critical notifications.

#### **Employee Email Accounts**

The College has the ability to contact faculty and staff via email and voice mail. I have stressed to you in previous EPICS issues the importance of having a Touro email account. All important messages are sent via Touro email, so you must have a Touro email account and check your email daily. If you do not have a Touro email account, please contact the OIT department at [yehuda.levilev@touro.edu](mailto:yehuda.levilev@touro.edu) or [nissan.yakubov@touro.edu](mailto:nissan.yakubov@touro.edu) and ask to set up an account. The OIT department will help you set up your account and can, in many cases, link it to your personal email account.

#### **Student Email Accounts**

As part of the Emergency Plan, the College is also in the process of collecting student email and telephone information. The program was started for all Touro New York and will be expanded, as needed, to campuses outside of the New York area. Many of the faculty has received Student Information Request (SIR) forms, and you have been asked to have all students in your classes complete it. All students must complete the form, and it doesn't matter if they completed one for a previous class. It is better to have more than one form on a student than none at all. If you have not received SIRs for your students, please contact me at [sho-shana.yehudah@touro.edu](mailto:sho-shana.yehudah@touro.edu). I will contact the dean or director of your program and ask them to distribute them to you. This information will be entered into the College's Mass Notification System (MNS) and used to inform students of important events in the College community.

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## Emergency Preparedness: CRISIS COMMUNICATION Continued

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### Voice Mail Notification

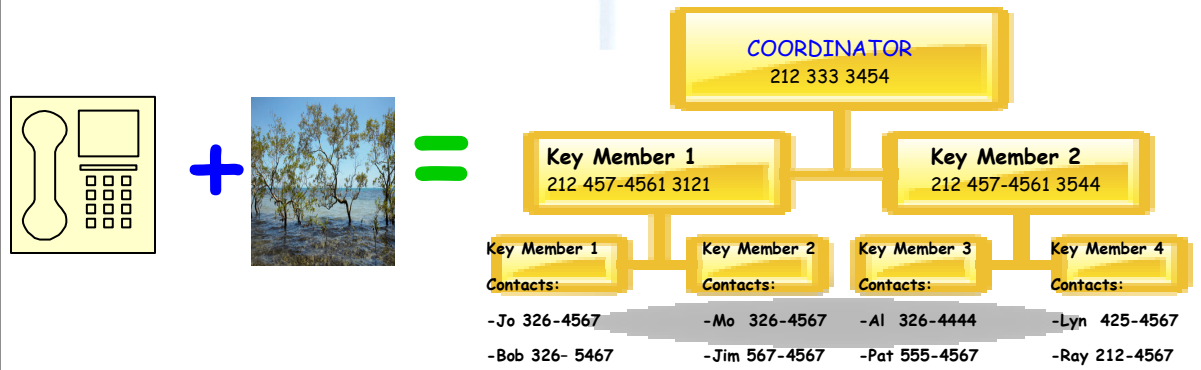
The College recently purchased an Auto Dialer System in order to notify employees and students of important information. A message is recorded to the system and a time is set for the system to automatically call members of the College community. While being contacted by the auto dialer may seem an inconvenience to some of you, it is important to remember that many of your colleagues do not have computer/internet access, and a phone call is the only means of contacting them. Many of you came to work when the College was closed for two days, and in an effort to keep everyone informed, we initiated the Auto Dialer System to make sure all employees are notified when the College is closed, regardless of the reason. It is the responsibility of all deans, directors and department managers to have the ability to contact key people in their departments and advise them of important information. While the College will notify you if we are open or closed, you may need to reach staff to advise them about particulars in your department such as changes to a scheduled Open House, a departmental meeting, and the like. One of the easiest ways to reach all of your staff is by using a Phone Tree.

### Phone Trees

A phone tree is a prearranged, pyramid shaped system for activating a group of people by telephone. Using the phone tree system can spread a brief message quickly and efficiently to a large number of people, and setting it up is not difficult to set up. Below is a sample phone tree illustration. If you are interested in setting up a Phone Tree for your department, please contact me at [shoshana.yehudah@touro.edu](mailto:shoshana.yehudah@touro.edu).

It is extremely important that all employees keep their personal information up-to-date. Emergency communication is only effective if the information on hand is accurate. If you have not completed an Emergency Contact Form, please go to the OIT website at [www.it.touro.edu](http://www.it.touro.edu) and click on the Downloadable Forms tab and download the Emergency Contact Form. You can email the form to [nitzan.cohen@touro.edu](mailto:nitzan.cohen@touro.edu) or fax it to 212-634-2163.

Unfortunately, our processes did not work as smoothly as I would have liked, however that only gives me incentive to do better. Please discuss the procedures above with your staff, colleagues and friends in other departments. Feel free to contact me if you think of other ways to improve crisis communication at the College. Emergency Preparedness is a communal effort and I welcome your input. Stay Safe, Alert and Aware.



- S. Yehudah

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## Information Security: Focus on Identity Theft Continued

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Any work related incident that you suspect is related to a sensitive or confidential data breach must be reported as an incident so that an investigation can be undertaken. Information Security works closely with Campus Security to accomplish this investigation and as such you should report any incident to Campus Security on the Incident Report Form located under the "downloadable forms" section of the IT website at [www.IT.Touro.edu](http://www.IT.Touro.edu) and named "incident form".

If you believe you personally were the victim of identity theft, go to the [FTC.GOV](http://FTC.GOV) website and follow instructions on what to do next, or call the FTC at 1-877-ID-Theft.

Succinctly you should:

- Contact your local police department and report that you are a victim of Identity theft; file a police report.
- Contact each of the credit monitoring agencies and ask them to send you a free report:
  - Equifax - 1-800-525-6285
  - Experian— 1-888-397-3742
  - TransUnion— 1-800-680-7289
- Be vigilant, monitor your credit history, bank statements, credit card statements, unusual mail you receive (e.g., for a credit card you did not ask for, health provider statements) more frequently.

Remember that your Identity and the Identities you have been entrusted with to protect are "precious" as they are who you are and require constant attention: Be and stay vigilant!

- P. Ciuffo

### Campus Security: Thoughts on Identity Theft

With tax season almost upon us, it is a good opportunity to remind you that this is the season where identity thieves are out in full force so you need to protect yourself and our clients. Below are some thoughts from a physical security perspective on how to prevent becoming a victim of Identity Theft (also see above notes from an Information Security perspective):

- Promptly remove mail from your mailbox.
- Shred all bills, credit card charge receipts, applications, expired charge cards, insurance forms, bank statements and pre-approved credit offers before throwing them into the garbage.
- Do not leave important documents lying around in open areas such as work desks, coffee tables, classrooms, etc.
- At work you should secure your personal belongings in a locked area. Do not leave your personal belonging unattended at any time.

- L. Perez

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The TOURO EMERGENCY HOTLINE is available 24 HOURS A DAY 7 DAYS A WEEK. It is 1-88-TOURO911. In addition, if you need to contact the local security campus officer, below is a list by physical location that you can cut out and put in common areas for everyone to have access.



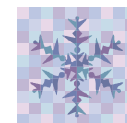
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## CAMPUS SECURITY PHONE NUMBERS

LOCATION	ADDRESS	SECURITY #
Main Center	27 W. 23rd Street	(212) 463-0400 x 5100
Graduate School of Technology	33 W. 23rd Street	(212) 463-0400 x 5782
Graduate School of Education & Psychology (Administrative Offices)	43 W. 23rd Street	(212) 463-0400 x 5392
Graduate School of Education & Psychology (Manhattan)	50 W. 23rd Street	(212) 242-4668
Graduate School of Business	65 Broadway	(212) 742-8770 x 2425
Lander College for Women	227 W. 60th Street	(212) 287-3500 x 3526
Lander College for Women Dormitory	10 W. 65th Street	(212) 362-2542
Lander College for Women Dormitory	175 W. 85th Street	(212) 501-9317
NYSCAS - Taino Towers	240 E. 123rd Street	(212) 722-1575
Touro College of Osteopathic Medicine	240 W. 125th Street	(646) 981-4524 (646) 981-4525
Touro College of Osteopathic Medicine	2090 Adam Clayton Powell Blvd.	(212) 851-1199 x 2581
Lander College (Flatbush)	1602 Avenue J	(718) 252-7800 x 212
Graduate Program in Speech Pathology	1610 E. 19th Street	(718) 787-1602 x 224
Graduate School of Education & Psychology (Brooklyn)	950 Kings Highway	(718) 301-2036
Computer Center (Kings Highway)	1401 Kings Highway	(718) 998-1490 x 101
Computer Center (Kaplan Building)	1726 Kings Highway	(718) 336-6471 x 130
NYSCAS - Sunset Park	475 53rd Street	(718) 439-9638
NYSCAS - Brighton Center	532 Neptune Avenue	(718) 449-6160 x 115
NYSCAS - Bensonhurst Center	1870 Stillwell Avenue	(718) 265-6534 x 1009
Lander College for Men	75-31 150th Street	(718) 820-5099
NYSCAS - Flushing	133-35 Roosevelt Ave	(718) 353-6400 x 105
Dov Revel/Yeshiva of Forest Hills	71-02 113th Street	(718) 520-5107 x 111
Touro College School of Health Sciences	1700 Union Boulevard	(631) 665-1600 x 6297

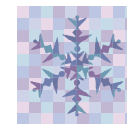
Patricia Ciuffo, CISO  
43 West 23rd Street  
New York, NY 10010  
Tel: (212) 463-0400 x 5383

Patricia.Ciuffo  
@Touro.edu



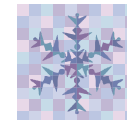
Lydia Perez, Campus Security Director  
43 West 23rd Street  
New York, NY 10010  
Tel: (212) 463-0400 x5134

Lydia.Perez@Touro.edu



Shoshana Yehudah, Director of Emergency Preparedness  
43 West 23rd Street  
New York, NY 10010  
Tel: (212) 463-0400 x 5668

Shoshana.Yehuda  
@Touro.edu



Alan Schoor, Sr. VP Operations  
27-33 West 23rd Street  
New York, NY 10010  
Tel: (212) 463-0400 x5700  
Alan.Schoor@Touro.edu

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