



# Crisis Management Plan Argosy University, Chicago

This manual was developed to provide guidelines to assist staff and faculty in crisis situations at Argosy University, Chicago. By following these procedures, we can ensure that incidents are handled in a professional and consistent manner.

These procedures will be reviewed annually and revised as needed by the Director of Administrative and Financial Services and the Director of Student Services, with input from other departments. Review of the procedures should also occur following any implementation of the procedures.

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# GENERAL GUIDELINES

## GENERAL CRISIS RESPONSE GUIDELINES

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Do not hesitate to call 9-1-1 in matters of life and death or if you are uncertain about the severity of a situation.

The Administrative Services Manager should be contacted concerning all security and safety-related issues as soon as possible.

The nature of an incident will determine which Argosy University Chicago employees respond. This may include maintenance personnel, a member of the Executive Committee, the Director of Public Relations, and/or the Administrative Services Manager. The Executive Committee includes the Campus President, Vice President of Academic Affairs, Director of Student Services, Director of Administrative and Financial Service, and Senior Director of Admissions. Others may be called upon as the situation dictates.

Only the Campus President is authorized to provide statements to the media on behalf of the University. All inquiries by media should be directed to the Campus President or any member of the Executive Committee, who can refer the media to the Campus President. Students, faculty and staff members are asked to refer any media inquiries to the proper channels to avoid confusion.

In most cases, *Incident Report Forms* should be completed and filed with the Administrative Services Manager and the Director of Student Services. Copies are filed with the offices of the Director of Student Services and Administrative Services Manager.

## EMERGENCY PHONE NUMBERS

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Type of Emergency	Contact Person	Phone Number
Fire/Medical/Police	Emergency Services	9-1-1
Police Non-Emergency	Non-Emergency Services	3-1-1
All emergencies	Robert Erickson, Administrative Services Manager	312-777-7737
Building Security	Security Desk	312-819-6005
Maintenance Emergency, HVAC/Electrical Problems, Elevator Emergency	Dervin Mejia (M-F 8:30 AM – 5:30 PM) Security Desk (after hours)	312-777-7647 312-819-6005
Theft/Loss of Property, Altercation, Minor Injury	Eric Ziehlke, Director of Student Services	312-777-7637
Psychological Crisis	Jenine Chiles, Director of Psychological Services Center	312-777-7678
<b>EXECUTIVE COMMITTEE</b>		
Director of Administrative and Financial Services	Irene Ayers	312.777.7630
Campus President	Michael Falotico	312-777-7735
Senior Director of Admissions	Christa Holton	312.777.7605
Director of Student Services	Eric Ziehlke	312.777.7637
Vice President of Academic Affairs	TBD	312-777-NA

See the following sheet for more phone numbers →

**EMERGENCY PHONE NUMBERS (cont'd)**

<b>Key Staff Member</b>	<b>Position Title</b>	<b>AU/Chicago Ext.</b>
Berkoff, Lyuda	Director of Student Financial Services	312-777-7620
Brown, F. Timothy	Program Chair, Education	312-777-7648
Burns, Alan	Program Chair, Graduate Business	312-777-7715
Chow, Tsui-Yee	Program Chair, Counselor Education	312-777-7679
Chen, Qi	Director of Library Services	312-777-7650
Erickson, Robert	Administrative Services Manager	312-777-7737
FitzGibbon, Jennifer	Associate Director of Student Services	312-777-7638
Heenan, Colleen	Executive Assistant	312-777-7736
Houston, Kristina	Human Resources Generalist	312-777-7654
Loobey, Kelly	Director of Admissions	312-777-7703
Marshall, Robert	Director of Training	312-777-7370
Reibel, Jerard	Technology Support Supervisor	312-777-7644
Slobig, Annie	Program Chair, Clinical Psychology	312-777-7680
Wilczynski, Jerome	Program Chair, Undergraduate Studies	312-777-7677

# MEDICAL EMERGENCY

## INJURY OR ILLNESS

CRISIS: Employee or student is experiencing a serious or life-threatening injury or illness on campus.

### CRISIS MANAGEMENT OUTLINE:

Evaluate the situation and determine the seriousness of the situation.

### **For extremely serious or life-threatening:**

- Employees should request emergency medical assistance immediately (Dial 9-1-1 and 1-312-819-6005, Building Security Desk) for any person on Argosy University, Chicago property who requests or demonstrates a need for medical attention. Emergency assistance will be provided for any of the following reasons or for any other reason that there appears to be a need for medical assistance: heart attack symptoms; convulsions; acute shortness of breath; apparent or suspected broken bones; severe cuts; bruises or heavy bleeding from any cause; severe dizziness or disorientation; choking.
- The employee detecting the need for medical assistance should call or assign someone to call 9-1-1 and Security Desk from the nearest phone. Try to have the following information when making the call: gender, age, general type of injury, location of injury, if the person is unconscious, location of the injured person, the address where you want the aid to go and your name/phone number.
- Next, notify the Administrative Services manager and the receptionist before the ambulance arrives and let them know what and where the emergency is so they can direct the medics upon arrival. If possible, have someone wait by the entrance to meet and guide the arriving emergency crew. Building security will want to complete their own incident report.
- If the person needing assistance is a student, the Registrar's Office should be notified immediately in order to obtain any medical history data or emergency notification information provided to Argosy University, Chicago by the student.
- The employee aware of the medical emergency situation should notify his or her Program Director or any Executive Committee member.
- Do not remove the person if there appears to be a head, neck or back injury, if s/he 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 re-route traffic, as appropriate. Keep the person calm and as comfortable as you can.

- Stay with the person needing assistance until the medics arrive. All employees should follow the procedures for “Exposure to Body Substances” (see p. 13) if blood, vomit or other bodily fluids are involved.
- If needed, the Director of Student Services or the Program Director should contact parent, guardian or partner of student, or partner/relative of employee.
- Personal property left on AUCH property and belonging to the injured or ill person should be secured by the Administrative Services Manager and taken to the Lost and Found area at the reception desk, where it will be properly recorded and stored.
- The Argosy University, Chicago employee initiating the emergency medical treatment request will complete an Accident/Injury Report form, and will include all pertinent information and names of witnesses. The employee and/or student should submit the report to the Office of the President within 24 hours of the incident. Copies also are submitted to the Human Resources Generalist for personnel files, Registrar for the student file and the Administrative Services Management.
- The designated Public Relations should be notified of the situation if appropriate.

**Serious situations but not life-threatening:**

- If the person can be moved, carefully assist them to the Employee or Student Lounge to give them more privacy.
- All employees should follow procedures for “Exposure to Body Substances” precautions if blood, vomit or other bodily fluids are involved.
- Determine if there is a friend or family member who can take them for medical assistance. If not, call a taxi. Employees and students need to pay for the taxi themselves.
- Depending on the person’s medical insurance, send them to the appropriate emergency room or acute care clinic. This will generally be Northwestern University Hospital. See Appendix for list of local clinics and emergency rooms.
- If an injury is involved, the Argosy University, Chicago employee assisting the injured party will complete the Accident/Injury Report Form, and include all pertinent information and names of witnesses. The employee, or security guard, should submit the report to the Office of the President within 24 hours of the incident. Copies also are submitted to the Human Resources Generalist for personnel files, the Registrar for the student file and the Administrative Services Manager.

**For Disaster-Related Injuries to Several Employees or Students:**

- Immediately call 9-1-1 and Security Desk and note: a) the approximate number with serious injuries who will need onsite treatment and b) the approximate number with serious injuries who will need transportation to hospital or emergency relief center.
- Follow all other procedures for emergency medical assistance.

**First Aid Kits**

First aid kits are located in the following areas:

- Library 13th Floor behind Circulation Desk
- Faculty Lounge on the 13<sup>th</sup> Floor
- Next to the Men's bathroom in the Admissions area on the Upper Concourse Level

## **SUICIDE THREATS AND ATTEMPTS**

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**CRISIS:** A student has attempted or is threatening to attempt suicide.

### **CRISIS MANAGEMENT OUTLINE:**

- Argosy University Chicago expects and encourages students to maintain a reasonable concern for their own self-welfare and the welfare of the campus community. Demonstrated suicidal intent or behavior are risk factors for completed suicide and are a violation of the student code of conduct.
  - In the event that Argosy University, Chicago has reasonable cause to believe that a student attempted or will attempt suicide or has engaged in efforts to prepare to commit suicide, the University will generally require the student to undergo a mandatory assessment at his or her own expense by an outside licensed mental health professional.
  - Such assessment may include but is not limited to a psychological evaluation at a local hospital and/or emergency room to ensure the safety of the student and the larger community. The assessment should take place immediately and the student should sign a release of information allowing the mental health professional to communicate with University staff information related to the student's safety and well-being.
  - The purpose of the mandated assessment is to gather information and recommendations about the student's condition, his or her need for psychiatric hospitalization and to provide the student with appropriate psychological and psychiatric referrals. The University will ask the mental health professional to share information about what steps the University might take to protect the safety of the student and the University community at large.
  - Students with psychological impairments which affect the student's ability to function in the University community (academically, socially or otherwise) may opt for a medical withdrawal or a medical leave of absence.
  - Students who have to be hospitalized due to a suicide attempt and/or suicidal ideation will be placed on interim suspension which will remain in effect until the student provides appropriate documentation from a licensed mental healthcare provider stating that the student can safely return to college and is not believed by the healthcare provider to present a threat to harm himself/herself or others.
  - Notwithstanding, the University at its discretion may set restrictions and/or conditions for the student to return to University including receiving outside counseling, signing a safety contract, and restricting or denying University-sponsored housing accommodations.
  
- Argosy University Chicago cannot provide the long-term psychological treatment that is necessary for students experiencing suicidal distress. Because of the serious nature of

attempted suicide and/or suicidal ideation, the student's parents or other support person(s) may be contacted by the University and informed of the student's condition. The Family Educational Rights and Privacy Act (FERPA) permits University officials to contact parents without the student's consent, "if knowledge of the information is necessary to protect the health and safety of the student or other individuals." If circumstances indicate further harm may come to a student by contacting family members, other options may apply. Failure to adhere to the guidelines outlined herein may result in disciplinary action.

### **How to help a student**

If you notice any warning signs in a student, there are ways that you can be helpful.

- Be honest and express your concerns. For example, "You seemed really down lately; is something bothering you?"
- Ask directly about thoughts of suicide. For example, "Have you thought of hurting yourself?" If suicidal thoughts are expressed it is important to contact 9-1-1 or the local mental health association.
- Listen and offer emotional support, understanding and patience.
- Convey the message that depression is real, common and treatable. Suicidal feelings are real and preventable.
- Offer to accompany the student to a Counselor

### **Resources**

If a student needs help, please contact 9-1-1. The University and/or one of the resources below are also available. The following organizations may also help, providing additional information about depression and suicide. Argosy University Chicago will provide a list of available psychologists to contact.

If you or someone you know is contemplating suicide, call 1-800-SUICIDE (1-800-784-2433) or [www.hopeline.com](http://www.hopeline.com).

National Mental Health Association

1-800-969-6642 or [www.nmha.org/index.cfm](http://www.nmha.org/index.cfm)

National Institute of Mental Health

1-800-421-4211 or [www.nimh.nih.gov](http://www.nimh.nih.gov)

# BIOHAZARDS

## POTENTIAL CONTACT WITH BODY SUBSTANCES

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CRISIS: Employee or student is presented with blood, vomit and other potentially infectious substances either by non-intact skin or mucous membrane contact or by accidental skin punctures or lacerations from potentially contaminated instruments.

### CRISIS MANAGEMENT OUTLINE:

- Do not touch any substance.
- Contact the Administrative Services Manager or Security Desk immediately. Maintenance staff to use latex gloves and appropriate materials, including bleach solution to clean the area.
- Follow medical emergency procedures as necessary.
- Wash hands and any other skin with soap and water, or flush mucous membranes with water immediately or as soon as feasible following contact of such body areas with blood or other potentially infectious materials.
- Complete an Accident/Injury Report Form and forward to the Administrative Services Manager or the Director of Student Services.

## **EXPOSURE TO BODY SUBSTANCES**

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CRISIS: Employee or student exposed to blood, vomit or other potentially infectious substances.

### CRISIS MANAGEMENT OUTLINE:

Universal precautions will be observed by all Argosy University, Chicago employees and students to prevent contact with blood and other potentially infectious materials. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids will be considered potentially infectious. The underlying concept of universal precautions is that all blood and the defined body fluids are considered to be infectious.

- Latex glove use is required with any contact 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 a 10-second hand wash. Gloves are located in all first aid kits.
- Blood and body substance spills are to be promptly cleaned up by gloved maintenance personnel using a bleach solution.
- Equipment contaminated with blood or other potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately.
- Maintenance staff to dispose of bloody gauze, gloves and clean-up materials in a plastic bag and tie the bag securely. Dispose directly into dumpster or hazardous container (if available).
- Sharp items should be considered as potentially infected and be handled and discarded with extraordinary care to prevent accidental injuries.
- Hypodermic needles should be handled carefully with tongs and gloved hands. Janitorial staff will wrap the needle(s) in a towel and place the needle in a tin can and discard appropriately.
- An Accident/Injury Report Form should be completed and sent to the Administrative Services Manager and the Director of Student Services if a student is involved.

## **POTENTIAL EXPOSURE TO A FOREIGN SUBSTANCE**

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CRISIS: Employee or student exposed to a potentially infectious substance(s).

### CRISIS MANAGEMENT OUTLINE:

Universal precautions will be observed by all employees and students to prevent contact with potentially infectious materials.

- DO NOT TOUCH AN UNKNOWN SUBSTANCE.
- If the substance is white and/or powdery, contact Security Desk and/or the Administrative Services Manager immediately and evacuate the immediate area.
- Latex glove use is required with any contact with 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 a 10-second hand wash. Gloves are located in all first aid kits.
- Substance spills are to be promptly cleaned up by gloved maintenance personnel using a bleach solution.
- Equipment contaminated with potentially infectious substances must be cleaned and decontaminated with a bleach solution immediately.
- Maintenance staff to dispose of gloves and clean-up materials in a plastic bag and tie the bag securely. Dispose directly into dumpster or hazardous container (if available).
- Sharp items should be considered as potentially infected and be handled and discarded with extraordinary care to prevent accidental injuries.
- An Accident/Injury Report Form should be completed and sent to the Administrative Services Manager and the Director of Student Services if a student is involved.

## EXPOSURE TO CONTAGIOUS COMMUNICABLE DISEASE

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**CRISIS:** Students and/or employees at Argosy University, Chicago University Argosy University, Chicago have contracted or been exposed to certain contagious diseases. Concern and anxiety on the part of some members of the University University community is common when an incident is first learned about. It is important that we work to understand the disease and the potential threat it poses to the University University community as quickly as possible while protecting the confidentiality of those students and/or employees who've contracted or been exposed to the illness

### CRISIS MANAGEMENT OUTLINE:

Argosy University, Chicago will initiate this action plan when it has notice that its students or employees have certain serious contagious diseases that pose a threat to the community. Those illnesses that are highly contagious and that represent a threat to Argosy University, Chicago students and employees may include SARS, tuberculosis, meningitis, varicella (chicken pox), and any other illness (including, for example, bioterrorism pathogens such as anthrax or newly identified illnesses) that can be communicated from routine, non-intimate personal contact.

Argosy University, Chicago also will invoke this action plan in the event it has notice from the CDC or local health authorities that there is some other form of contagion threat. University, Chicago will comply with all local laws and regulations in reporting and tracking communicable diseases to governmental and public health authorities.

#### *1. Diagnosis or Suspected Cases of Communicable Diseases*

- Any suspected cases of communicable diseases such as meningitis, tuberculosis, and SARS should be reported to your state's department of health. Recommendations from local health officials will aid in determining the course of action for diagnosis, testing, treatment, response and education.
- Once you receive confirmation from local health officials that a member of the University community has been diagnosed with a communicable disease, work with them to understand the disease, its symptoms and how it's spread from one person to the next. Refer to your local health department web site, the Centers for Disease Control web site at [www.cdc.gov](http://www.cdc.gov) or the American College Health Association [www.acha.org](http://www.acha.org) for information. These organizations provide information and FAQ's on many common diseases.
- Suspected cases of Varicella (chicken pox) should be confirmed by a physician. Individuals with confirmed cases of Varicella will not be permitted on campus or in the student housing facility until the communicable phase of the illness has past (typically when lesions are crusted over).
- The Director of Student Services, Vice President of Academic Affairs (students) and/or the Human Resources Generalist (employees) should be notified of the illness status by the affected student or employee prior to returning to the campus. A letter from the treating physician clearing the student or employee to return is required.

- The Director of Student Services, Vice President of Academic Affairs and the Human Resources Generalist should be notified of any individual required to leave campus due to a communicable disease.
- Argosy University, Chicago will comply with local laws and regulations that require the reporting of communicable diseases to health authorities. In addition, Argosy University, Chicago will contact state public health authorities, local health authorities and/or the CDC in regard to setting up a program for identification, diagnosis, testing, treatment, response and education in regard to serious contagious communicable diseases if and as necessary.

## 2. *Develop a communication plan.*

### Internal Communication:

- Identify students, faculty and staff who may be affected by the disease i.e. close personal contact with the infected individual, roommates, close friends, instructors etc.
- Communicate effectively with the University community as quickly as possible to prevent misinformation and rumors from spreading.
- Work to communicate an accurate, consistent message to the University community while maintaining the confidentiality of those infected persons or those who were exposed to the disease.
- Consider establishing a phone line where members of the campus community could call to get questions answered. Consider posting information on Online Services or in other visible areas of the campus.
- Provide referrals to local health practitioners and/or officials to those students, staff and faculty who have concerns about their health.
- Include the Executive Committee on communications as soon as possible. Have a single designated spokesperson for internal communications. Direct any student, parent or staff inquiries to this person so that one consistent message is communicated.
- Communicate with CS Human Resources, Student Affairs, Student Services, CS Law and PR Departments as necessary.

### External Communication

- Cooperate with local officials. The local health department can provide guidance when it's determined that there is an immediate threat to members of the University community. They can provide information on testing, immunization, education and prevention. Determine costs for testing and education and who will be responsible for such expenses.
- Any media questions or concerns are to be immediately routed to the Public Relations representative. Any media representative who enters the campus should be asked to wait until the PR representative can be there to work with them.
- Written statements with all necessary information will be developed as appropriate by the PR representative.
- Make this information available to concerned students, staff and faculty.

### 3. *Implementation of plan.*

- Contact affected students, faculty and staff via phone calls or in a one-on-one meeting. Inform them about the situation and explain to them what will happen next, e.g., testing, education, counseling etc. Offer support services to them as necessary.
- Determine what other areas of the University community need to be addressed, e.g., housing, student clubs, etc. If the infected student lives in University-sponsored housing, provide written educational materials to housing students, consider holding small group discussions among housing students and providing an on-site medical professional to provide counseling and information.
- Distribute letter and fact sheets to the campus community. The letter should be reviewed by Argosy University, Chicago CS Student Affairs and the CS Law Department prior to distribution.
- Consider sending email messages to staff, faculty and students concerning pertinent facts. The text of any email message should be reviewed by Argosy University, Chicago CS Student Affairs and the CS Law Department prior to distribution.
- Consider bringing a medical practitioner on-site to provide education and counseling to those within the University community who require it.
- Distribute or make available to the campus community any literature related to the communicable disease. Ask health officials to provide an educational workshop on the disease.
- Confirm testing group with the assistance of local health officials.
- Arrange for and coordinate testing with local health officials. Determine time, date, and place for testing to occur.

### 4. *Follow-Up*

#### Test results

- Work with local health officials relative to receiving test results
- Determine along with local health officials if any members of the campus community require quarantine and for how long.
- Assess impact of positive results and what steps will be necessary if there are additional contagious members of the University community.

## MECHANICAL FAILURE

### ELEVATOR BREAKDOWN

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CRISIS: The elevator has stopped operating and people are trapped inside.

CRISIS MANAGEMENT OUTLINE:

- The people trapped should use the “Push to Call” button located directly under the floor buttons to contact Building Security and the Administrative Services Manager.
- Individuals aware of the situation should immediately inform Property Management during regular office hours at 312-819-6000, or after hours through the security desk at 312-819-6005.

## **EMERGENCY PROCEDURES FOR POWER OUTAGES**

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CRISIS: All power is down.

225 North Michigan Avenue is equipped with emergency power generators; hallways, offices, and stairwells will have emergency lighting and all elevators will automatically descend to and open at the lobby level. Office phones will still be battery operable, but computer terminals will be down. Electrical wall outlets will not be operable.

### CRISIS MANAGEMENT OUTLINE:

- Building Maintenance engineers will determine whether this is a building-related or city-related outage, and inform the Technology Support Supervisor, Administrative Services Manager or the Director of Student Services. If the power outage occurs after hours, Property Management will inform the Technology Support Supervisor, Administrative Services Manager or the Director of Student Services.
- The Administrative Services Manager or other emergency contact person will alert the Executive Committee once the power outage has been determined to be long term. The President, in consultation with Executive Committee, will determine whether or not to close the University.
- Emergency (fire team) personnel will check on all disabled, ill or injured students or staff who might require special assistance.

## **COMPUTER/TELEPHONE FAILURE**

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CRISIS: All computer systems fail either due to technical difficulties and/or electrical problems. For electrical failure, see Mechanical Failure.

### CRISIS MANAGEMENT OUTLINE:

If any or all computer systems or telephone systems fail:

- Contact Jerard Reibel, Technology Support Supervisor (312-777-7644) immediately.
- Notify the President and Executive Committee members.
- In the case of telephone failure, via cell/ contact Technology Support Supervisor and the Administrative Services Manager. Also, contact Building Security and Property Management (312-819-6000) in case they receive any emergency calls for the University.

## POLICE OFFICIAL REQUESTING INFORMATION

CRISIS: A law enforcement official is looking to access information on a student.

### CRISIS MANAGEMENT OUTLINE:

- Always confirm a police officer identity by requesting badge information and writing it down. Refer the officer to the office of the Registrar.
- If Police Officer does not have a subpoena

In compliance with FERPA, the University may provide the following directory information, if requested, which is personally identifiable information that may be disclosed without the student's consent unless the student has opted not to have this information disclosed. (It is recommended, especially if the information requested is lengthy, that the registrar asks for the police officer to put the request on official stationary.)

- Student's name
  - Address: Local, Email and Website
  - Telephone number (local)
  - Date and place of birth
  - Program of study
  - Participation in officially recognized activities
  - Dates of attendance
  - Degrees and certificates awarded
  - Most recent previously attended school
  - Photograph of the student, if available
  - Enrollment status (*i.e.*, enrolled, continuing, future enrolled student, reentry, leave of absence, etc.)
- In compliance with FERPA, the University may not disclose any other personally identifiable information from the records of a student without prior written consent of the student (ex. Class schedule, grades, disciplinary records, attendance records, etc.).
  - In addition, we can turn over information to the police if one of the FERPA exceptions applies, such as when a health and safety emergency exists, or the police have a subpoena (see below).
  - If the Police Officer has a subpoena:
    - Make a copy of the subpoena
    - Notify the student(s) involved that you have received the subpoena and plan to disclose the requested information
    - Provide only information requested in the subpoena

- If the Police Officer needs to locate or arrest a student and is inquiring if the student is on the College premises:
  - If the student is registered to be in a class currently running, the Registrar, an EC member or a key manager should take the police to a private office or conference room and have them wait there while he/she goes to the student's class and brings the student to the police unless the college official has reason to believe that confronting the student may place him/her in an unsafe situation.
  - If the student is not in the class or is not registered to be in class currently running and we have no knowledge if the student is on campus or of his/her whereabouts on the campus, our obligation to help the police locate the students has been met at that time.

# DRUG AND ALCOHOL ABUSE

## UNDER THE INFLUENCE

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CRISIS: A person is acting drunk, high or impaired while on University property.

CRISIS MANAGEMENT OUTLINE:

- In all cases, an assumption should not be made about the reason for the condition. The person in authority observing the situation needs to gather as much information as possible and should address any concern about observable behavior.
- Someone impaired or acting under the obvious influence of substances should not be permitted to stay in the building. They should be asked to leave by the staff or faculty member observing the impairment. If the individual is cooperative but appears to be potentially dangerous to himself/herself or others due to the impairment, contact Building Security and the Administrative Services Manager. They will call someone (family, roommate, friend, etc.) to escort him/her home. If no one is available, or if the individual is uncooperative, contact Building Security, and if needed the Police.
- Building Security will be available for escorting purposes alone. If the individual in question is not cooperative, the Chicago Police Department needs to be called.
- The witnessing staff or faculty member will complete an Incident Report Form in as much detail as possible and submit copies to the Administrative Services Manager and the Director of Student Services if the impaired is a student. They will also determine who else needs to be involved to handle the problem based on the nature of the situation.
- The Director of Student Services will take disciplinary action if the incident involves a student. If an employee, the appropriate Program Director/or Department Manager will take action.

Long Term/Preventative:

- Ongoing training for staff, faculty, and students on Argosy University, Chicago's Drug-Free environment policy and how to handle situations or consequences for infractions.
- Ongoing awareness programs on substance abuse issues particular among college students.

## OVERDOSE

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**CRISIS:** The person is having medical complications due to an overdose of substances either legal or illegal.

### **CRISIS MANAGEMENT OUTLINE:**

- Anyone observing a drug overdose should call 9-1-1 and Building Security for immediate medical assistance. Provide the operator with address, phone number, what drug was taken, how much, how long ago and symptoms.
- Follow the procedures for “Medical Emergency” (see p. 7).
- Those observing the situation complete an Incident Report to be turned into the Director of Student Services when a student is involved, and the Human Resources Generalist if an employee is involved.
- The Director of Student Services will take disciplinary action if the incident involves a student, or if an employee, by the appropriate Program Director.
- A “Public” statement will be developed by Executive Committee in consultation with the Public Relations representative.

### **Long Term/Preventative:**

- Ongoing training for staff, faculty, and students on Argosy University, Chicago’s Drug-Free environment policy and how to handle situations or consequences for infractions.
- Ongoing awareness programs on substance abuse issues particular among students.

# HARASSMENT

## **HARASSMENT/DISCRIMINATION: RACIAL/SEXUAL/OTHER**

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**CRISIS:** A student is the recipient of racial, sexual or other forms of harassment by another student.

### **CRISIS MANAGEMENT OUTLINE:**

- Employees or students aware of the incident of harassment should contact the Director of Student services or the Human Resources Generalist with as much information about the incident as possible.
- The Director of Student Services and the Human Resources Generalist consult to determine who will conduct the formal investigation.
- The Director of Student Services or Human Resources Generalist initiates a preliminary investigation and has the student(s)/staff member complete an Incident Report Form. If it is written harassment, a photograph should be taken or a copy should be made for documentation.
- Depending upon the nature of the incident, the Director of Student Services may or Human Resources Generalist may notify the Executive Committee regarding the incident.
- The Director of Student Services or Human Resources Generalist will consult with the appropriate personnel to contain rumors and when necessary, contact family members of regarding actions to be taken to address the situation. The Director of Student Services decides who else needs to be informed of the situation (e.g. family members, Counselors or International Student Advisor).
- Students or staff involved in the incident will be subject to disciplinary action as deemed appropriate by the Director of Student Services or Program Director or Department Manager.
- Depending on nature and the circumstances of the incident, a statement will be prepared by the Director of Student Services with input from the Executive Committee.

### **Long Term/Preventative:**

- Human Resources Generalist Resources and/or Director of Student Services conduct educational workshops focusing on prevention and implications of harassment and discrimination

## **ANTI HAZING POLICY**

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**CRISIS:** A student club or organization is suspected of hazing.

**CRISIS MANAGEMENT OUTLINE:**

- Hazing involving Argosy University Chicago students or student groups is strictly prohibited.
- Hazing is defined as any action or situation that recklessly or intentionally endangers the mental or physical health or safety of a student for the purpose of initiation or admission into or affiliation with any club or organization operating under the sanction of an institution of higher education.
  
- For purposes of this definition, any activity as described in this definition that the initiation or admission into or affiliation with a club or organization is directly or indirectly conditioned shall be presumed to be “forced” activity, the willingness of an individual to participate in such activity notwithstanding.
  
- This policy is applicable to all students and members of a student club or organization at Argosy University, Chicago.
  
- Every student and member of a student club or organization is responsible for complying with this policy.
  
- Individuals and/or student clubs that force, require, and/or endorse violations will be held directly responsible through the University’s student conduct process and if appropriate, through local authorities, which may pursue criminal action.
  
- Students who wish to make a complaint under this policy should contact the Director of Student Services, Eric Ziehlke, 312.777.7637. The negligence or consent of a student or any assumption of risk by the student is not a defense to an action brought pursuant to this policy.
  
- Student club activities or programs must not interfere with the rights and activities of others and should always reflect the best interests of the members of the organization it represents and the University community as a whole.
  
- In all cases of alleged violations of this policy, faculty and staff advisors and the national/international headquarters, if applicable, of any organization will be notified.

# CRIMES AGAINST A PERSON ON CAMPUS

## THEFT

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CRISIS: Personal items are taken from a classroom on University property.

CRISIS MANAGEMENT OUTLINE:

- As soon as a theft is discovered on campus and the item is not located in either lost and found locations (Receptionist desk and Library), report it to the Administrative Services Manager and if after hours, Building Security. Staff will complete an Incident Report Form to be filed with the Administrative Services Manager or Director of Student Services.
- If the victim chooses, he or she is encouraged to file a report with the Chicago Police Department at 3-1-1. If it was University property a copy of the police report must be filed with the Director of Administrative and Financial Services as well.
- The victim will check back at both Lost and Found locations. If the item is found by the victim, the victim will notify the Administrative Services Manager. If the item is found by the University personnel, the Administrative Services Manager will notify the victim.

## WEAPON ON CAMPUS

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CRISIS: Student, employee or visitor has a weapon, such as a gun or knife, on campus.

### CRISIS MANAGEMENT OUTLINE:

Cautionary note: Any situation involving a weapon is potentially dangerous. We do not recommend confronting anyone with a weapon; call 9-1-1 and Building Security immediately. It is important to assess the individual's mental status before and during confrontation and proceed with caution.

*Non-threatening situation:* Possession of weapon is noted, perhaps seen in a person's pocket or it is reported to a manager from a student.

- Individual aware of the weapon possession reports the situation to the President or an Executive Committee member.
- The Executive Committee member will consult with the President and/or Director of Student Services or Vice President of Academic Affairs to make a determination regarding who should confront the individual with the weapon. The Chicago Police Department might be called if the situation seems appropriate. The Administrative Services Manager should also be notified.
- If the individual is a student or employee, he/she will be approached and asked to remove the weapon from the premises. If the person is a visitor, he/she will be escorted out of the building by members of Building Security, Vice President of Academic Affairs and/or the Administrative Services Manager.
- If the individual declines to remove the weapon from the premises, the security guard and/or Vice President of Academic Affairs, and/or the Administrative Services Manager and/or a Police Officer will escort him/her from the premises.
- If a student is involved, follow-up disciplinary action will be taken by the Vice President of Academic Affairs and the Director of Student Services. If an employee is involved, follow-up disciplinary action will be taken by the Program Director and the Human Resources Generalist. If the visitor was on campus visiting students or employees, his/her host will be subject to disciplinary review by the Director of Student Services, the Vice President of Academic Affairs, or his/her Program Director.

*Threatening situation:* A weapon is shown in a menacing manner on campus.

Caution: Do not attempt to apprehend or interfere with the person with the weapon!

### During Crisis:

- Attempt to retreat discreetly and assist others to do so likewise.

- As soon as is safely possible, call 9-1-1 and Building Security. Provide them with your name, location and information about the situation including type of weapon, physical description and mental state of person with weapon.
- Notify the President immediately or the closest Executive Committee member.
- Notify Argosy University, Chicago reception desk (312-777-7601) of situation and location to assist with directing emergency personnel.
- The President's designee will wait by the building entrance to meet and guide the Police and other emergency personnel. If an evacuation is completed, all personnel and students must stand away from the building and clear any entrance/exit.
- The Police will determine the course of action to be taken to ensure the safety of those involved in the incident as well as those in the vicinity.
- All communications with the authorities should be through a designated liaison determined by the President or Executive Committee member. All media communications will be through the designated Public Relations representative

Once the immediate crisis is resolved:

- Counselors should be contacted to assist those involved in the incident as needed.
- If injuries or death result, follow the procedures under "Medical Emergency" (see p. 7) and "Death of a Student/Employee" (see p. 36).
- The Administrative Services Manager will complete an Incident Report Form including the names of all witnesses.
- If a student is involved, follow-up disciplinary action will be taken by the Director of Student Services and the Vice President of Academic Affairs. If an employee is involved, follow-up disciplinary action will be taken by the Program Director and the Human Resources Generalist. The President will prepare a statement.
- When appropriate, the Board of Directors, Corporate Office and Legal Counsel will be advised of the situation.

## **VIOLENT INCIDENT ON CAMPUS**

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**CRISIS:** A violent incident such as gunfire or stabbing occurs on campus.

### **CRISIS MANAGEMENT OUTLINE:**

Do NOT attempt to apprehend or interfere with the assailant(s)!

- 9-1-1 and Building Security desk are called by the first person aware of the incident.
- If weapon fire is heard, or stabbings are occurring students, faculty and staff are advised to Shelter in Place in the rooms they are in, by locking the door, turning off the lights, and moving away from the door until an all clear is announced.
- If the situation involves an assailant on the grounds, key personnel will attempt to go to classrooms and offices and discreetly alert instructors and staff of the situation and have them lock all doors to prevent entry. Once classroom and office doors are locked, and lights turned off, staff, faculty, and students are instructed to Shelter in Place until informed that is safe to leave.
- The first person aware of the incident is to notify the President or an Executive Committee member. The President, or designee, will notify the Executive Committee and the Administrative Services Manager.
- The Police will determine the course of action to take to ensure safety of those in the vicinity of the incident. If evacuation is necessary, no one else is allowed back into the building until the police authorize it.
- The President or an Executive Committee member designates an AUCH liaison. All communications with the authorities will be made through this person. This person will wait by the building entrance to meet and guide the emergency personnel. If evacuation has occurred, all personnel are to remain away from the building and all entrances/exits.
- The liaison will identify key personnel to assist with any authorities' directives. This might include Maintenance, Executive Committee members, the Administrative Services Manager and Program Directors.
- The Administrative Services Manager provides a copy of the floor plan of the building to the Police.
- Executive Committee Member will instruct the front desk receptionists on how to respond to phone calls regarding the situation.
- An Executive Committee Member or designee will handle all media inquiries. Staff, faculty and students will be instructed not to talk with the media.

Once the immediate crisis is resolved:

- For those indirectly affected by the incident: dismissal should occur after an official announcement is made regarding what happened.

For those directly affected by the incident: groups consisting of no more than 20 people will be deescalated by a Crisis Response Team (see Appendix C) and given time to talk prior to dismissal.

- If injuries and/or deaths are involved:
  - A. Family members of all casualty victims are notified as soon as possible. The Director of Student Services or the VPAA will coordinate this communication.
  - B. Follow procedures under “Medical Emergency” and/or “Death of a Student/Employee”
- Set up a phone line providing information to those who are calling for information.
- Review security measures.
- An Incident Report Form is completed and filed with the President, including names of all witnesses.
- Board of Trustees, Corporate and Corporate Legal Counsel advised of the situation.
- Faculty and staff will be advised by the Crisis Response Team to identify and refer those students at high risk for depression. These may include relatives and close friends of the deceased, students with a history of depression and/or suicide attempts, or classmates who may have witnessed or come upon the scene of death.

Long-term:

- Periodic mandatory debriefing meetings with those directly affected by the incident by outside resources.
- Continued identification of high-risk students and referrals to counseling services.
- Provide ongoing instructions for students and employees who will be giving testimony or dispositions.

## HOSTAGE

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CRISIS: An employee, student or visitor is taken hostage on campus.

### CRISIS MANAGEMENT OUTLINE:

Do NOT attempt to apprehend or interfere with the hostage taker(s)!

#### During the crisis:

- 9-1-1 and Building Security desk are called by the first person aware of the incident.
- The President or Executive Committee is notified immediately. The President will notify the Executive Committee and all Program Directors.
- The Police will determine the course of action to take to ensure safety of those in the vicinity of the incident. If evacuation is necessary, no one else is allowed back into the building until the Police authorize it.
- The President or his designee designates an Argosy University, Chicago liaison. All communications with the authorities will be made through this person. This person will wait by the building entrance to meet and guide the emergency personnel. All other personnel and students will wait outside of the building and stay clear of any entrance/exit doors.
- The liaison will identify key personnel to assist with any authorities' directives. This might include maintenance, Executive Committee members and Program Directors.
- The Administrative Services Manager or Building Management will provide a copy of the floor plan of the building to the Police.
- Key personnel will go to classrooms and offices and discreetly alert instructors and staff of the situation and have them lock all doors to prevent entry. Once classroom and office doors are locked, staff, faculty, and students are instructed to remain there until informed that it is safe to leave.
- The President or an Executive Committee Member will instruct the front desk receptionists on how to respond to phone calls regarding the situation.
- The President or an Executive Committee Member will handle all media inquiries. Staff, faculty and students will be instructed not to talk with the media.

#### Once the immediate crisis is resolved:

- For those indirectly affected by the incident: dismissal should occur after an official announcement is made regarding what happened.

- For those directly affected by the incident: groups consisting of no more than 20 people will be deescalated by a Crisis Response Team and given time to talk prior to dismissal. The emergency services/counselors can arrange for the teams.
- If injuries and/or deaths are involved:
  - A. Family members of all casualty victims are notified as soon as possible. The Vice President of Academic Affairs or the Director of Student Services will coordinate this communication.
  - B. Follow procedures under “Medical Emergency” and/or “Death of a Student/Employee”
- The President will set up phone line information to those who are calling for information.
- The Executive Committee and Administrative Services Manager will review security measures.
- An Incident Report Form will be completed and filed with the President.
- Board of Trustees, Corporate and Corporate Legal Counsel must be advised of the situation.
- Faculty and staff will be advised by the Crisis Response Team to identify and refer those students at high risk for depression. These might include relatives and close friends of the deceased, students with a history of depression and/or suicide attempts, or classmates who might have witnessed or come upon the scene of death.

Long-term:

- Periodic mandatory debriefing meetings, with those directly affected by the incident, by outside resources.
- Continued identification of high-risk students and referrals to Counselors.
- Provide ongoing instructions for students and employees who will be giving testimony or dispositions.

## **BOMB THREAT**

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

### **CRISIS MANAGEMENT OUTLINE:**

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

- All bomb threats are to 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 student or employee of the situation so that they can call 9-1-1 and Building Security desk while the caller is still 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?” (Contents, size, shape, color, etc.)
  - “What kind is it?”
  - “What will make it go off and when?”
  - “Why are you doing this?”
  - “Who are you?”
- Listen for any characteristic that could describe the caller’s voice (age, sex, and accent), mannerisms and emotional state. Also listen for background noise (traffic, music, other voices, etc.)
- Immediately call 9-1-1 and Building Security. Give your name, location and telephone number to the 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 President or the VPAA. In the President’s absence or if unable to reach the President, contact another Executive Committee member.
- The President, or designee, will contact the Administrative Services Manager and other Executive Committee members.
- Inform your supervisor or Program Director of the situation.
- The Director of Administrative and Financial Services will make a decision regarding building evacuation.

- Only trained professionals (Chicago Police Department) should organize an effort to look for the bomb.
- 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 offices and notify people to evacuate. Follow regular evacuation procedures. (See “Emergency Evacuation Plan,” Appendix A)
- If evacuated, no one is allowed back into the building until the authorities have deemed the property safe.
- A “Public” statement will be developed by the President.

*Suspicious Package Observed:*

- If you spot a suspicious object, package, etc., report it to the Administrative Services Manager and Building Security desk. Under no circumstances should you touch or move it in any way!
- Evacuate the area. Maintenance staff will cordon-off the immediate area around the package.
  - Wait for trained Police squad to examine and dispose of device.

## Missing Person Notification Policies and Procedures

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CRISIS: A student is missing from campus unexpectedly

### CRISIS MANAGEMENT OUTLINE:

- Students will receive reminders about procedures for reporting missing persons at the beginning of each semester. Each student at Argosy University, Chicago has access to the Student Handbook, which contains a directory of staff a student can contact if a peer is missing and believed to be in danger.
- Students are given an opportunity to voluntarily provide emergency contact information. Students are told they should be sure that this contact knows how to reach them in the case of an emergency, and have a general idea of the student's general daily routine and any travel plans. The contact person should be someone the student trusts to aid officers in determining their whereabouts, or verifying that further investigation and/or entry into national missing person databases is warranted.
- Any student believed to be or reported missing from the campus unexpectedly for 24-hours shall be immediately reported to the Director of Student Services or the VP of Academic Affairs if the Director of Student Services cannot be reached in a timely manner.
- This report may be filed by a parent/guardian or other family member of the person, by a roommate, a staff member (including student staff), faculty, employment supervisor, or anyone else with information that indicates the person is missing.
- It is the policy of Argosy University, Chicago that the Director of Student Services or the VP of Academic Affairs will investigate any report of a missing person filed by someone with knowledge of that student being missing or otherwise not where s/he is expected to be. The investigation will be conducted expeditiously and in a prudent fashion, taking into consideration student's safety as well as their right to privacy under FERPA.
- Student Services will conduct an initial investigation to determine if the person is missing, or has simply changed her or his routine unexpectedly, and whether or not there is reason to believe the person is in danger.
- Student Services will check the student's class schedule, interview other students and faculty as appropriate, and use other methods to determine the status of a missing person as necessary. From this initial investigation, the scope will continue to expand to make attempts to determine the location of the person reported missing to assure she/he is safe.
- This person would be contacted within 24-hours of a missing person report being filed with Student Services. Note that this contact information is confidential and is shared only with College administrators who would have responsibility for making connections

with emergency contacts in the event it is necessary to do so. The contact information will also be disclosed to the local law enforcement agencies if it is apparent an official missing persons investigation is warranted.

- Should the Director of Student Services not be able to locate a person reported missing within 24-hours of the report, s/he would then notify the designated 'missing person' emergency contact voluntarily provided by the student upon entrance to the University. In the event that no separate emergency contact was provided by the student, a parent, guardian, spouse, domestic partner, or other designee listed in college records will be contacted as appropriate.
- Regardless of whether the student has identified a contact person, is above the age of 18, or is an emancipated minor, Student Services will immediately notify local law enforcement agencies within this 24-hour window, as well as any other agencies where the missing student may be.

***NOTE FOR STUDENTS UNDER AGE OF 18 AND NOT EMANCIPATED:***

- For any student under the age of 18 and who is not emancipated, Student Services must notify a custodial parent or guardian no later than 24 hours after the time the student is determined to be missing.
- For any situation in which a missing person is believed to be endangered, this notification will be made as early as possible while officers are continuing to investigate.

# DEATH

## DEATH OF AN EMPLOYEE

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CRISIS: An Argosy University, Chicago employee dies.

CRISIS MANAGEMENT OUTLINE:

- Person aware of employee's death immediately notifies appropriate Department Director.
- Department Director (usually the supervisor of the deceased) notifies the corresponding Executive Committee member.
- The Executive Committee member notifies the Human Resources Generalist and the President's Office.
- The Human Resources Generalist sends flowers or "in lieu of" to the family.
- The Human Resources Generalist immediately prepares a memo to faculty and staff regarding employee's death. Depending upon the circumstances, a public statement may also be prepared.
- If the deceased was a faculty member, the Program Director attends each of the classes taught to notify students of the instructor's death. A member of the Crisis Response Team should accompany the Program Director.
- The Technology Support Supervisor deactivates the voicemail and email of the deceased. The Administrative Services Manager will collect all personal items for the family.
- The Program Director of the deceased or the Human Resources Generalist will retrieve company property from the employee's home.
- The Human Resources Generalist notifies insurance plans, gathers information for the family of the deceased including life insurance, retirement plan beneficiary and distribution process.
- The employee's supervisor and Human Resources Generalist determine the appropriateness of a campus memorial service.
- Counselors will be made available for counseling employees and staff.
- If the death is sudden, unexpected, the result of violence or suicide, group debriefings may be warranted. Counselors can make arrangements for these meetings.

## **DEATH OF A STUDENT**

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**CRISIS:** An Argosy University, Chicago student dies.

### **CRISIS MANAGEMENT OUTLINE:**

It is imperative that the death of a student, regardless of the cause, be addressed immediately once it comes to the attention of any employee or student of Argosy University, Chicago. In situations involving violence or suicide, extra attention should be given to students at high risk for depression.

- Staff, faculty or administrator who learns of the death will immediately notify the Vice President of Academic Affairs, who in turn will notify the President and the Director of Student Services.
- The Director of Student Services will follow the steps outlined in “Director of Student Affairs Procedures”.
- A “Public” statement will be developed by the Executive Committee.
- If at all possible, close friends of the deceased should be notified by the Program Director prior to general announcements to students.
- The Program Director, accompanied by a member of the Crisis Response Team, will make announcements in the students’ classes.
- Faculty and staff will identify and refer students who are at high risk for severe emotional reactions to available counselors. These may include relatives and close friends of the deceased, students with a history of depression and/or suicide attempts, or classmates who may have witnessed or come upon the scene of death.
- The Crisis Response Team will screen and provide counseling services to the identified high-risk students.
- Counselors may arrange for debriefing sessions, separate for employees and students, if the death is unexpected.

### **DIRECTOR OF STUDENT SERVICES PROCEDURES**

- Verify that the deceased student has been properly identified.
- Verify notification of family. If it is not possible to notify the family in person, notify the hometown Police Department and clergy before telephoning the family. If time permits, ask the family physician or clergy if there is any medical problem within the family that would

be reason to withhold or delay notification until a physician is nearby. Initial notification should impart only the essential information, identifying the administrator by name and title and telephone number for further contact, the cause of death and the locality of the deceased student. The family should be asked to begin making arrangements for someone to come to the University. The administrator should make a second contact with the family in a short time to answer questions and learn of the travel and other arrangements made by the family.

- Inform the President. If there is a student with an identical name, ask the student to call his/her relatives so they will not be alarmed by a news release. The President or designee should handle all contact with the media.
- The President will develop a “public” statement.
- Notify the student’s Program Director/Program and instructors, the Registrar, Mailroom, Director of Student Financial Services and Accounting, and (if available) the Counselor.
- If the deceased is an international student, notify the International Student Advisor, and follow the international student guidelines for notification and repatriation.
- Designate staff and oversee the collection and packing of all personal belongings. If necessary, Argosy University, Chicago should cover the cost of shipment of the personal belongings.
- Oversee the paperwork and paper flow involved in notifying all campus officials which might send information to the student’s home address, officially withdrawing the deceased student from the institution, notifying the student’s instructors, arranging for appropriate refund of tuition and fees, and drafting a letter of sympathy for the President.
- Determine who will be responsible for serving as host to the family while on campus.
- Consider the appropriateness of a campus memorial service.
- Be prepared to explain to the family (a) any local or state laws or city ordinance involving autopsies, death certificates, bank accounts, or moving of the deceased, (b) institutional policy on tuition refunds, (c) how memorial scholarships are established, (d) what costs Argosy University, Chicago will cover, (e) institutional policy concerning posthumous degrees.
- Continue to target and monitor potential risk.
- Do a series of “check backs” with the family of the deceased over the next 18 months.
- (See Student Death Checklist)

## NOTIFICATION POLICY & PROCEDURES

The death of a student is traumatic under any circumstances. It is a crisis that is keenly felt by the campus community particularly when the student is an on-campus resident and a full-time student. Whatever the circumstances of death, Argosy University, Chicago has obligations to the deceased student and to the next-of-kin: obligations which begin with notification of next-of-kin and run through to the closing of the student file and a final review of all steps to insure that all that must be done has been done.

The Director of Student Services or designee is logically perceived as the staff to act as coordinator in such matters. Given the nature of the crisis, there is a wide range of possible responsibilities AUCH could embrace. However, given Argosy University, Chicago is a proprietary, educational institution and the liabilities it can and cannot assume, Argosy University, Chicago can and should address itself to four basic areas. These are: (1) identification, (2) notification, (3) disposition of personal/living quarters, and (4) follow-up. On the pages that follow are suggested activities in each of these areas in which a responsible Argosy University, Chicago official could engage. The list is by no means all-inclusive; the activities are cited for consideration.

### Identification:

A premature and erroneous report of a student death may create needless trauma for next-of-kin as well as place Argosy University, Chicago in an embarrassing position if the erring reporter is an Argosy University, Chicago person. Argosy University, Chicago, through the Director of Student Services, should be responsible for ascertaining the identity of the deceased person. This statement does not suggest responsibility for making the actual identification. Rather, the Director of Student Services should be responsible for making certain, through contact with the appropriate community agency (the city police, hospital, etc.) that the deceased is indeed an Argosy University, Chicago student and that identification is conclusive. The Director of Student Services should offer Argosy University, Chicago's cooperation to whatever agency it is attempting to identify the student to include providing AUCH personnel, if such personnel are necessary, to accomplish identification. To reiterate, the Director of Student Services is not charged with identifying the student, but with ascertaining that conclusive identification had been made.

### Notification:

The Director of Student Services should be responsible for ascertaining that next-of-kin, parents and family generally, of the deceased student have been informed of the death of the student.

This responsibility should extend to personally notifying parents and family if another person, either inside or outside Argosy University, Chicago, has not already done so and does not intend to do so.

The Director of Student Services should also take responsibility for assuring that pertinent Argosy University, Chicago individuals and offices are notified of the student's death. The President should be notified and given the pertinent data such as name and address of parents. If unusual circumstances (suicide or homicide) so dictate, the President should be the first person notified. The President will be responsible for contacting the remaining Executive Committee members and the Chair of the Board of Trustees. The Director of Student Services should also contact the Director of Public Relations early on. The circumstances of death, in some cases, may require that the corporate legal counsel be notified.

A third group with lesser priority for notification includes the student's instructors, special interest persons (such as International Student Advisor), Counselors, Registrar, and Student Financial Services. Special interest persons are called as the circumstances dictate. Counselors may be called to help friends cope with the death. Student Financial Services is called so they may determine what must be done regarding the disposition of outstanding loans.

A fourth group requiring notification includes Argosy University, Chicago offices that maintain mailing lists to ask for removal of the student's name. Also, the Accounting and Financial Services Office should assure that the student is not inappropriately billed and that any financial obligations Argosy University, Chicago has to the student are met by the institution.

The Director of Student Services may act as the liaison with next-of-kin offering advice as may be appropriate.

Note: Depending on the proximity of the next-of-kin, it may be necessary to work through city police to contact the nearest police agency to the next-of-kin. Local police services can access the appropriate counseling services or clergy to support the next-of-kin.

#### Disposition of Personal Property/Living Quarters:

When a person dies, survivors are not likely to be immediately concerned about the personal belongings and the living quarters of the deceased, but they should be given attention. Argosy University, Chicago should cooperate fully with the next-of-kin in the efficient and timely handling of the personal property of the student.

If next-of-kin are unable to come to the campus to claim property or if the property must be held by Argosy University, Chicago pending investigation of unusual circumstances, Argosy University, Chicago might pay shipping costs for the property with the approval of the President.

For the student who lives off-campus, the obligation of Argosy University, Chicago is somewhat limited. Generally, family and/or individuals with whom the student is living take care of the off-campus resident's personal property. The obligation of Argosy University, Chicago to the family might consist of providing addresses and information.

#### Follow-Up:

A reasonable period of time after the student's death, the Director of Student Services should follow-up with Argosy University, Chicago offices originally notified. The purpose of the follow-up is to ascertain that the student's permanent file contains proper notation of the

student's death, that the student will not be sent mail, notifications and billings that are no longer appropriate. The Director of Student Services should assure that financial obligations of Argosy University, Chicago to the student and to the family of the student have been met.

## **DEATH OF AN INTERNATIONAL STUDENT**

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**CRISIS:** An international student dies. International students are defined as non-immigrant, visa-holding students. These students have a permanent residence outside the country.

### **CRISIS MANAGEMENT OUTLINE:**

- The Director of Student Services will notify the International Student Advisor if the student in question is an international student.
- The International Student Advisor will notify consulate to establish standard procedures. (See Appendix D for list of consulates).
- Determine if the consulate can contact the parents. If not, the President will notify the parents. Have a translator available at the time of the call, preferably an outside agent or staff member if necessary.
- If it is a holiday or weekend, the consulate might be closed. If this is the situation, the President should call the family directly.
- The International Student Advisor should be aware of the cultural responsibilities for identification, autopsy and disposition of the body if the consulate or parents are not available to complete these tasks.
- The International Student Advisor will check the student's insurance coverage in their International Student Services file for repatriation coverage. Follow all other procedures for "Death of a Student," (see p. 39).

## **DEATH OF A STUDENT'S FAMILY MEMBER**

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**CRISIS:** Information that a student's family member has died or is dying is received at University.

### **CRISIS MANAGEMENT OUTLINE:**

***Per phone call:*** If a phone call with information about a family member's death, or impending death, is made to the University:

- Forward the call immediately to the Director of Student Services and the Vice President of Academic Affairs.
- The Director of Student Services or Student Services designee will get information about the family member from the caller.
- The Director of Student Services or Student Services designee will contact the student immediately and assist him/her with calling the appropriate person to get the information privately.
- The Director of Student Services will make efforts to assure the provision of emotional assistance to the student as needed. The Director of Student Services might also assist the student with arrangements for getting home, etc.
- The Director of Student Services will notify the student's Program Director and the Vice President of Academic Affairs.

***In-person notification:*** If a family member comes to the University to notify a student of the death, or impending death, of a family member:

- Director of Student Services arranges for the notification to occur in a private office. Ask the family member if having a Counselor available is desired. If so, contact a Counselor to meet with the student/family.
  - Notify the appropriate Program Director and the Vice President of Academic Affairs of the situation.
- The Program Director may assist the student with emotional and academic support.

### **If the student is an international student:**

- In many countries and cultures, the death of a family member is a major family event that will require all the time and attention of the student, often requiring the student to withdraw from University and return at a later date.

- If the student has an established relationship with the International Student Advisor, the International Student Advisor may be the person who notifies the student of the family member's death.
- The International Student Advisor will determine the financial impact on the student, if any, and inform the Director of Student Services. The student may need assistance (food, lodging, tuition, work permission, etc.) until the situation stabilizes.
- The International Student Advisor will refer the student to the Crisis Response Team, to friends, and to community resources that can be of help.
- Follow all the other procedures listed above.

# EVACUATION

## 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.

**CRISIS MANAGEMENT OUTLINE:**

- Stop work immediately. Pick up your valuables but do not pack up supplies or work in progress.
- Follow instructions provided over the building's public address system, or Evacuation Safety Team member and remain calm and orderly.
- Follow directions from nearest faculty, staff or Evacuation Safety Team member for exiting your area. Exit building using nearest safe stairwells only.
- An Evacuation Safety Team, staff or faculty member will proceed with any individual who is physically unable to exit under their own power to the nearest stairwell exit to await instruction from a Stairwell Monitor, and enter the stairwell only after all other personnel have exited.
- Clear the front entrance of the building by going at least two blocks north along Michigan Avenue to Pioneer Court adjacent to the Chicago Tribune Building.
- Do not re-enter the building until an Evacuation Safety Team, Faculty, or staff member signals to you that it is clear to do so.

## **EMERGENCY EVACUATION CONTINGENCIES: RELOCATION**

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CRISIS: The crisis is such (fire damage, explosion, earthquake, no power, etc.) that students cannot return to the campus building following evacuation.

### CRISIS MANAGEMENT OUTLINE:

#### Short-term (0-48 hours):

- If there are injuries, immediately transport injured parties to local hospital via ambulances and other emergency vehicles. First-aid trained employees may provide some first aid on-site. An emergency team, determined by the Executive Committee will, as much as possible, maintain a list of students and employees transported from the site by emergency personnel.
- Establish an Information Center on site where information can be gathered and dispersed. Under the direction of the Executive Committee the Center will be staffed by Program Directors and if needed, Student Services staff. If additional support is needed, employee volunteers will be used.
- 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 you receive additional instructions, check in with the Information Center, go home, etc.)
- Depending upon the condition of the building, set up a “Retrieval Unit” which would allow a controlled number of evacuees to gain entrance to the building and to be escorted to their classrooms/offices to retrieve their belongings. This unit would be staffed with AUCH employees.
- Make phones available to enable evacuees to call home/family.
- The Police or Fire Department might close down access to the building with the exception of emergency personnel. In this event, the Director of Administrative and Financial Services will hire additional security to maintain watch over to protect any salvageable property.

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

- If the Emergency Services (fire, police) responded to the crisis, they may provide resources for emergency needs, including contacting the American Red Cross (312-729-6100). If needed, call 9-1-1 for additional resources.
- Student Services (Argosy University, Chicago) and Program Chairs will assist with finding lodging for evacuees. Review options for temporary lodging for displaced evacuees, including other academic buildings, and local hotels/motels.
- Encourage those who live within walking distance to provide temporary housing for those who cannot get home immediately.

- For those evacuees who cannot get home, have them report in at the Information Center. Require them to give their name, student id/employee id, home address/phone and emergency contact information and record where they will be temporarily staying. This information might be used to account for the whereabouts of all evacuees.
- The Administrative Services Manager will establish an information line with updates and information.
- All media inquiries are directed to the President.
- The President and the Executive Committee will determine if the University will be closed on a long-term basis or if classes can be held in other academic locations.
- In the event that the University buildings is closed on a long-term basis, the Executive Committee will contact local community colleges/universities and property management companies to establish alternative space.

Long-term (48+ hours):

- Work with the Property Management to contact contractors and/or architects, as the conditions dictate, to determine the extent of structural damage.
- Plan remodeling, renovation or destruction and rebuilding as conditions dictate, to determine the extent of structural damage.
- Follow established corporate procedures to complete plans.
- Have prepared statements and updates available.

# FIRE

## EMERGENCY EVACUATION PLAN

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- Upon discovering a fire or observing smoke, call 9-1-1. Give your name, telephone number, the location of the fire or smoke and your current location. You are at 225 N. Michigan Avenue when on campus, unless you are in classroom 1394 – 1399, in which case you are at 205 N. Michigan Avenue.
- Call Building Security 1-312-819-6005 and the Administrative Services Manager 1-312-777-7737 as soon as possible. Give your name, telephone number, location of the fire or smoke, and your current location.
- Attempt to put out the fire by using available fire extinguishers, **ONLY** if it can be done without endangering your safety.
- If an Alarm sounds, stop work immediately. Pick up your valuables but do not pack up supplies or work in progress
- Follow instructions provided over the building's public address system, and/or by the Evacuation Safety Team members and remain calm and orderly.
- Follow directions from nearest faculty, staff or Evacuation Safety Team member for exiting your area. Exit the building using nearest safe stairwells only.
- An Evacuation Safety Team, staff or faculty member will proceed with any individual who is physically unable to exit under their own power to the nearest stairwell exit to await instruction from a Stairwell Monitor. They will enter the stairwell only after all other personnel exiting under their own power have exited.
- Keep in mind that your escape route may take you through a darkened or smoke-filled corridor where you cannot read the names on the doors for finding the building's exit and stairwell signs.
- If you are breathing in smoke, make sure to get down low where the air is cleaner and take short breaths through your nose.
- Clear the front entrance of the building by going at least two blocks north along Michigan Avenue to Pioneer Court adjacent to the Chicago Tribune Building.
- Do not re-enter the building until an Evacuation Safety Team, Faculty, or staff member signals to you that it is clear to do so.

## **ADDITIONAL INFORMATION ABOUT BUILDING SAFETY**

### **FIRE-LIFE SAFETY PROGRAM**

When calling **911**, please be aware that you are calling the City of Chicago Fire Department. Be prepared to speak your address, whether it's 205 North Michigan Avenue or 225 North Michigan Avenue, your Suite or Floor number and telephone number. In a building emergency the Chicago Fire Department takes control of the fire-life-safety systems and the building completely.

The life safety systems of the building are designed to maximize safety for everyone at Michigan Plaza. Stairwells are equipped with the equipment listed below for Michigan Plaza exceeds building code requirements for the period in which it was built. Michigan Plaza security and engineering monitors and controls all functions of the life safety equipment such as smoke detectors, sprinklers, ventilation and communication. These panels are prominently located in the main lobby for easy monitoring and access.

### **Emergency Public Address System**

The public address system is designated to cover one floor, any combination of floors, or the entire building. The system is controlled at the life safety panel in the lobby. An emergency alarm can be sent over the system before a voice transmission is made to alert tenants of an emergency announcement. This system is only used in an emergency evacuation, yearly fire drill and system tests. The Office of the Building will notify you of any non-emergency alarms.

### **Elevator Control Panel**

This panel is located at the security desk to monitor the status of all elevator cars. A two-way communication system is available to talk to persons in each elevator car. This system is used in case of entrapment or other emergencies. Manual recall of each car is controlled from this panel.

### **Emergency Stairwells**

There are two stairwells in each building marked by a lighted **STAIRS** sign. Each stairwell has an emergency two-way communication telephone on every fifth floor. If you are trapped in the stairwell in an emergency, you can communicate to the fire command panel via these phones.

# DISASTER PLAN

## EARTHQUAKE DISASTER PLAN

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CRISIS: Argosy University, Chicago is located in a region which is not considered an earthquake zone. Nevertheless, it is possible that the area may be subject to ground shaking from an earthquake. It is conceivable that Argosy University, Chicago could experience an earthquake that could force displacement of residents, including Argosy University students, faculty, and staff, for a period of time. Below is a contingency plan for programming in the event of an earthquake disaster.

### CRISIS MANAGEMENT OUTLINE:

#### *During the Earthquake:*

- If indoors, stay there. Crouch under a desk or table or stand in a corner, away from windows, glass and outside wells. Do not use elevators. Do not rush for the doors. Move away from display shelves containing objects that could fall.
- If outdoors, get into an open area away from trees, buildings, walls and power lines.
- If driving, pull over to the side of the road and stop. Avoid overpasses/underpasses and power lines. Stay in your vehicle until the shaking is over.
- After the shock subsides, get out of doors, well clear of buildings and trees.
- Proceed calmly to exits. Choose your exit carefully. Follow emergency evacuation procedures.
- Dress for possible prolonged time outside.
- Do not re-enter the building until advised to do so.

#### *After the Earthquake (0-48 hours):*

- Argosy University, Chicago designated personnel will find ways to communicate with people to remain calm.
- Announcements will also contain information such as not using stairways or elevators and to remain calm if the electricity goes out or a fire alarm sounds.
- Designated safety representatives will check on students with disabilities by doing a thorough classroom/restroom/hallway check.

- If injuries are reported, attempt to contact emergency services (9-1-1 and Building Security). If phone service is interrupted, immediately contact those with CPR/First Aid training to assist the injured parties. If possible, transport injured parties to local hospital by ambulance and rescue squads.
- The Administrative Services Manager and Building Management will check for safety – gas, water, sewage breaks; check for downed electric lines and shorts; turn off appropriate utilities, check for building damage and potential safety problems during aftershocks.
- Clean up dangerous spills.
- Wear shoes.
- Turn on radio and listen for instructions from public safety agencies.
- Don't use the telephone except for emergency use.
- Follow steps outlined in "Emergency Evacuation Plan" if relocation of people is necessary.
- Using media statements prepared by the President or designee provide information to parents on the relocation sites for students and reassure them that everything is under control.

*After the Crisis (48+ Hours):*

- Use email and voicemail for announcing programs that help ease emotional distress.
- Continue public service-related programs for two weeks following the earthquake using campus and off campus media.
- Provide counseling services for those students/faculty/staff who may have lost a friend or a significant other and/or utilize bereavement services arranged by the Crisis response Team.
- The President or Executive Committee members will hold an All University Meeting as soon as possible to thank everyone, give accurate information, get suggestions, reassure everyone and provide the next steps.

## **ENVIRONMENTAL: HAZARDOUS MATERIALS LEAKS/SPILLS (FLAMMABLE, TOXIC, CORROSIVE, OXYGENIC, CRYOGENIC)**

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CRISIS: A gas cylinder or other chemical container should spill or begin leaking, and these Materials present a clear danger anyone within the premises or to other building occupants; the following steps should be taken:

### CRISIS MANAGEMENT OUTLINE:

- Confine the fumes or fire by shutting the room door.
- Suspected gas leaks or suspicious odors should be reported to 9-1-1 and Building Security. Give your name, department and location of the emergency.
- If evacuation is necessary, sound the building fire alarm so evacuation can begin.
- Evacuate the building by following the Emergency Evacuation Plan.
- Do not reenter the building until instructed to do so.

## **INTERNATIONAL RELATIONS: NATURAL DISASTER IN CHICAGO**

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CRISIS: A natural disaster occurs in the Chicago area. These are much more problematic due to communications systems that may not be available.

### CRISIS MANAGEMENT OUTLINE:

- The International Student Advisor will ask students at orientation for emergency contact numbers.
- The International Student Advisor will inform students about emergency services and safety information in the area of orientation.
- The international students will be directed by the International Student Advisor to be familiar with the safety procedures outlined in the International Student Handbook.

## **INTERNATIONAL RELATIONS: NATURAL DISASTER IN A FOREIGN COUNTRY**

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**CRISIS:** Natural disasters in the home country of the Argosy University, Chicago international student(s) can be defined as the city, town or community that has been altered or damaged to the point where it severely impacts the student's family, finances, or ability to stay and study in the U.S. Examples include widespread flooding, earthquake, major fire, tropical storm, etc.

### **CRISIS MANAGEMENT OUTLINE:**

- The International Student Advisor will contact all students from the country experiencing the disaster by mail/phone to find out if they are impacted.
- The International Student Advisor will hold a campus-wide meeting with students from that country if large numbers of students are impacted.
- The International Student Advisors will determine financial impact on students, if any, and report that to the Director of Student Services.
- The Director of Student Services will work with the Executive Committee to determine the level of support and assistance.
- The International Student Advisor will work with the Director of Student Services to make international news reports by radio or TV, phone calls, faxes and email available students as needed.
- The International Student Advisor will advise students to contact their consulate for additional information, services or news reports.
- Any inquiries from the media will be handled by the Executive Committee.
- Optional: Organize student to actively help out country members (donations, etc).

## **APPENDIX A:**

### **EMERGENCY EVACUATION PLAN**

#### **ARGOSY UNIVERSITY, CHICAGO PLAN**

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##### *Objective:*

- To ensure the quickest, safest evacuation of the Argosy University, Chicago Campus facility in the event of;
  - Fire
  - Complete power failure preventing the continuation of classes
  - Significant emergency involving the loop area
  - Significant act of terrorism or war involving the loop area
  - As may be required by Argosy University, Chicago Executive Committee
  - As may be requested or required by civil authorities
- To allow the most expedient manner of establishing the names and numbers of persons that may have been on campus,
- To allow management to quickly assess the need for emergency intervention, by civil authorities, in order to locate and/or assist a person who might not have successfully evacuated the premises,
- To establish a generally agreed upon and known meeting area (the reassembly area) for faculty, staff and students in order to allow for the above.

##### *Managerial Responsibility:*

Responsibility for the execution of any and all evacuation of premises rests with;

- The President, or designated Executive Committee member, if not available;
- The Administrative Services Manager;
- The Technology Support Supervisor;
- Any faculty member or staff member of Argosy University, Chicago when acting under the direction of the above individuals or, in the absence of direction when an immediate reaction may be required and contact with one of the above is not practicable (with immediate reporting to one of the above as soon as reasonably practicable).

## 225 MICHIGAN AVENUE PLAN

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### **FIRE-LIFE-SAFETY PROGRAM**

When calling **911**, please be aware that you are calling the City of Chicago Fire Department. Be prepared to speak your address, whether it's 205 North Michigan Avenue or 225 North Michigan Avenue, your Suite or Floor number and telephone number. In a building emergency the Chicago Fire Department takes control of the fire-life-safety systems and the building completely.

The life safety systems of the building are designed to maximize safety for everyone at Michigan Plaza. Stairwells are equipped with the equipment listed below for Michigan Plaza exceeds building code requirements for the period in which it was built. Michigan Plaza security and engineering monitors and controls all functions of the life safety equipment such as smoke detectors, sprinklers, ventilation and communication. These panels are prominently located in the main lobby for easy monitoring and access.

### **Emergency Public Address System**

The public address system is designated to cover one floor, any combination of floors, or the entire building. The system is controlled at the life safety panel in the lobby. An emergency alarm can be sent over the system before a voice transmission is made to alert tenants of an emergency announcement. This system is only used in an emergency evacuation, yearly fire drill and system tests. The Office of the Building will notify you of any non-emergency alarms.

### **Elevator Control Panel**

This panel is located at the security desk to monitor the status of all elevator cars. A two-way communication system is available to talk to persons in each elevator car. This system is used in case of entrapment or other emergencies. Manual recall of each car is controlled from this panel.

## **Emergency Stairwells**

There are two stairwells in each building marked by a lighted **STAIRS** sign. Each stairwell has an emergency two-way communication telephone on every fifth floor. If you are trapped in the stairwell in an emergency, you can communicate to the fire command panel via these phones.

## **EMERGENCY EVACUATION PLAN**

***FOR ALL EMERGENCIES CALL 911 FIRST THEN 312.819.6005***

### **Fire Evacuation Drills**

**The Office of the Building will conduct annual fire drills to fully comply with the requirements of the Chicago Fire Department. This is a mandatory exercise for tenants.**

### **Team Members**

The onsite building management and security staff, engineering department, Chicago Fire Department and tenant evacuation teams should work together during building evacuations.

Each member assigned a fire-life-safety responsibility should read and understand the following:

#### **Three Onsite Building Management Team Members**

- 1) Life Safety Manager
- 2) Tenant Evacuation Coordinator
- 3) Security Control Center Operator

#### **Seven Tenant Team Members Options**

- 1) Floor Warden
- 2) Assistant Floor Warden
- 3) Searchers
- 4) Elevator Monitor
- 5) Stairwell Monitor
- 6) Physically Disabled Assistant
- 7) Tenant Evacuation Alternate

## **RESPONSIBILITIES OF THE ONSITE BUILDING MANAGEMENT TEAM**

### **Life Safety Manager**

- **Directs entire Emergency Response Team and ensures that all Emergency**
- **Organization Members are performing their assigned functions.**
  - **Maintains a current emergency evacuation plan.**
- **Establishes liaison between Building Personnel and Tenant Team Members.**

### **Tenant Evacuation Coordinator**

- Security and Engineering personnel will respond to the designated emergency floor(s).
- Investigate the situation and immediately report all findings to the Security Control Center.
- Ensure a safe and swift evacuation of all personnel on the affected floors and notify the
- Security Control Center when the evacuation has been completed.
- Attempt to suppress the fire, if it can be done safely.

### **Security Control Center Operator (Building and Fire Department Personnel)**

- Contact the necessary municipal authorities and directs them upon arrival.
- Assigns the various evacuation duties in the absence of the Life Safety Manager.
- Building Security or Fire Department Personnel will remain at the Security Control Center, monitoring the Fire/Life Safety Equipment and directing the Emergency Response Teams.

## **RESPONSIBILITIES OF TENANT TEAM MEMBERS**

### **FLOOR WARDEN**

- Reports potential emergency conditions to Building Management or Security.
- Direct the floor's Evacuation Team, making sure Emergency Organization Member's are performing their assigned functions.
- Maintain a current emergency evacuation plan.

→ Establish a liaison with Tenant Evacuation Coordinators.

### **General Knowledge and Training**

→ Study all of the material covered in this manual.

→ Ensure that all personnel on the floor know the emergency evacuation/relocation procedures.

→ Maintain a current listing of all physically disabled persons who will need special assistance during an emergency situation.

→ Know the location and operation of portable fire suppression equipment located on the floor and the emergency evacuation chairs in the stairwells.

→ Notify the Life Safety Manager of any changes in office emergency response personnel.

→ First Aid/CPR training is highly recommended.

→ Know the office and stairwell exit route locations.

→ Make sure all Tenant Team Member positions on the floor are filled and provide a roster to building management of the people in these positions.

→ Ensure office and stairwell doors are never blocked.

### **Duties During an Emergency**

→ Direct the floor's Tenant Team Members and assist floor occupants to the relocation floor under the direction of Building Personnel or the Fire Department.

→ If necessary, designate a "Buddy System" to assist in evacuation of physically disabled persons to the appropriate escape routes.

→ Nominate personnel for Tenant Team Member positions that are vacant during an evacuation.

→ Alert key Emergency Floor Personnel of potential emergencies.

→ Maintain communications with key personnel within the building during time of emergency.

→ Ensure that all team members are informed when the floor's evacuation is complete so that they may evacuate.

→ Take attendance on the relocation floor and notify Building Personnel if anyone is missing.

## **ASSISTANT FLOOR WARDEN**

- The Assistant Area/Floor Warden will assist the Area/Floor Warden in all areas of responsibility and assume the leadership role in his/her absence.

## **SEARCHER**

- Ensure the evacuation of personnel from their office space.
- Assist in the evacuation of common area washrooms, storage rooms, etc.
- Inspect the premises to ensure everyone has evacuated and that all interior doors are close.
- Once room has been checked and the door is closed, a self-sticking note sheet (yellow “post-it”) should be placed on the door to avoid repeat checks.

### **General Knowledge and Training**

- Know the general layout of offices within your suite and the common areas of the floor, including the location of all office and stairwell exits.
- Know the evacuation procedures outlined in this manual.
- Know the location and operation of the portable fire suppression equipment located on the floor.
- First Aid/CPR training is highly recommended.

### **Duties During an Emergency**

- Work under the direct supervision of the Area/Floor Warden and Assistant Area/Floor Warden.
- Searchers should begin from a common starting point and move in opposite directions to cover all areas of the space.
- Calmly advise all personnel to move to the nearest stairwell exit, making sure this procedure is orderly and efficient.
- Check all washrooms, offices, kitchenettes, conference rooms, reception areas, storerooms, file rooms and all remote areas to confirm that all personnel are evacuated.
- Works with Physically Disabled Assistant to ensure that all disabled persons are escorted safely out of the space.

## **ELEVATOR MONITOR**

- Ensures that everyone evacuates down the stairwells and no one uses the elevators.

### **General Knowledge and Training**

- Know evacuation procedures outlined in this manual.
- Know the location of all passenger elevators on the floor and their identification numbers.
- Know the location of all exits on the floor and of the stairwells.
- Know the location and operation of the portable fire suppression equipment located in your area.
- First Aid/CPR training is highly recommended.

### **Duties During an Emergency**

- Direct employees to nearest stairway.
- Is familiar with building evacuation plan and location of all stairways.
- Notify the Life Safety Manager, a Tenant Evacuation coordinator, or the Area/Floor Warden if you observe any of the passenger elevators stopping on the floor.
- Stay at your designated post until instructed to evacuate by the Area /Floor Warden.

## **STAIRWELL MONITOR**

- Direct the orderly and safe evacuation of all personnel located on their floor to the stairwells (there is a stairwell monitor at each stairwell exit).

### **General Knowledge and Training**

- Know evacuation procedures outlined in this manual.
- Know the location of the stairwells and all the exits on the floor.
  - Know the location and operation of the portable fire suppression equipment that is housed in the stairwells.
- First Aid/CPR Training is highly recommended.

### **Duties During an Emergency**

- Assume position at the assigned exit and inspect the stairwell for possible heat or smoke conditions before anyone uses it to evacuate.
- Instruct personnel to form single file lines into the stairwell.

- Maintain order in the stairwell while tenants are evacuating and direct them to exit along the right side of the stairwell.
- Know Stairwell Evacuation Procedures:
  1. Calmness.
  2. Limit talking.
  3. Limit your personal belongings.
  4. Remove and carry high-heeled shoes.
  5. Keep foot traffic moving.
- Work under direct supervision of the Area/Floor Warden and remain at the post until informed that all persons have been evacuated.

### **PHYSICALLY DISABLED ASSISTANT**

- Ensure that all personnel with environmental limitations are safely evacuated from their floor.

#### **General Knowledge and Training**

- Know evacuation procedure outlined in this manual.
- Know the location of the building's freight elevators.
- Know the location of all exits and stairwells on the floor.
- Maintain a current listing of all environmentally challenged persons who will need special assistance during an emergency situation.
- First Aid/CPR training is highly recommended.

#### **Duties During an Emergency**

- If possible, a "Buddy System" should be implemented in which one or two Physically Disabled Assistants will be responsible for evacuating specific physically challenged co-workers.

### **TENANT EVACUATION ALTERNATE**

- Assume the responsibility of a missing team member during his or her absence.
- Assist in the evacuation of personnel to safe areas.
- Cross training should be provided for all Tenant Team Members to enable them to share duties and avoid overburdening a single individual during an emergency situation.

### **General Knowledge and Training**

- Understand the emergency procedures described in this manual, along with the job descriptions for each of the Tenant Team Members.
- Know all emergency evacuation routes.
- Know the location and operation of the portable fire suppression equipment located on the floor.
- If not filling in for a regular team member, Report to the Area/Floor Warden to find out if there is additional assistance needed on the floor.

### **FIRE EVACUATION DRILLS**

The fire drills will be conducted under the direct supervision of the Chicago Fire Department. They will take place during regular business hours and will involve the evacuation of selected floors to their designated relocation floor, typically the floor below. Only the floor evacuating will receive the evacuation message over the emergency intercom and all other building functions will remain normal. During the fire drill, Tenant Evacuation Team Members will respond to the simulated emergency as outlined previously.

### **FIRE DRILL PREPARATION**

- Please incorporate the Emergency Evacuation Manual in your orientation program for new employees to ensure that everyone knows what to expect and how to react during an emergency situation.
- Keep the Office of the Building informed of any changes to your Evacuation Team and handicapped individuals in your space.

### **FIRE EVACUATION PROCEDURES**

In an emergency evacuation, the ability to respond quickly and to operate in a coordinated team effort is vital to the reduction or elimination of personal injury, property damage and death. You should ensure that all personnel in your space are informed of these procedures. Smoke detectors are designed to detect smoke, which consists of suspended particles in the air. These detectors are spread throughout the building, mostly in the air ducts. Most fires within the building will be detected by the building electrical life safety systems, which are protected in

case of a power failure. These systems are always on and constantly monitored by building security at the main security desk on the concourse level.

In the event of a fire alert over the emergency speaker system, the following steps should be followed immediately:

- Listen for instructions.
- All team members should organize and perform evacuation duties.
- All employees must follow the instructions of the evacuation team members.
- Before opening any door during a fire, feel it with the back of your hand. If the door is hot, there is probably a fire on the other side. If this is the case, leave the door closed and use an alternate escape route. If the door feels normal, brace your body against the door and open it slightly, if heat or smoke escapes, immediately close it.

The following steps should be followed immediately if fire or smoke is discovered within the building:

- Call 911 and Building Security 312.819.6005
- Alert others on your floor.
- Attempt to put out the fire by using available fire extinguishers, ONLY if it can be done so without endangering your safety.
- Be prepared to evacuate.
- Keep in mind that your escape route may take place through a darkened or smoke filled corridor where you cannot read the names on the doors for finding the building's exit and stairwell signs.
- If you are breathing in smoke, make sure to get down low where the air is cleaner and take short breaths through your nose.

### **EVACUATION SUPPORT NETWORK**

During a simulated evacuation building management, building security and building engineers will be assigned to assist you in the evacuation. During an emergency evacuation the Chicago Fire Department will control all systems and provide direction.

## **Principles of Smoke and Fire**

- As smoke and heat rise, breathable oxygen is closer to the ground.
- If caught in smoke, breath through your nose, take short breaths and squint your eyes.
- Before opening any door, lightly feel for heat.
- DO NOT open hot doors.
- DO NOT break windows to vent smoke because fresh air will rush in and fuel the fire.
- **DO NOT return for personal items if ordered to evacuate.**

## **Extinguishing a Small Fire**

Use the **P-A-S-S** system:

**P** Pull Locking Pin.

**A** Aim Nozzle at Base of Fire.

**S** Squeeze Trigger all the way Closed.

**S** Sweep Extinguisher and Discharge Side to Side over the Area of Fire.

- In the event of a small fire (4 square feet) a portable fire extinguisher may be used.
- Never attempt to extinguish a fire alone.
- A Multi-purpose, dry-chemical extinguisher is good for Class A, Class B and Class C Fires.
- A pressurized water extinguisher is good for Class A Fires only.
- A Dry chemical extinguisher is good for Class B and Class C Fires. It can be used in Class A Fires if water is used afterwards so the fire will not restart.
- Using an extinguisher that is not rated for the fire you're fighting may make the fire worse. It is particularly dangerous to use water or a Type A extinguisher on a grease or electrical fire.
- Even if employees take the responsibility of successfully extinguishing a small fire, the Office of the Building should be notified.
- You should not attempt to fight even a small fire until people have begun evacuating the area and the Office of the Building and Security has been notified.

- Please be aware that hand held fire extinguishers are ineffective on large fires. Please call 911 in this case.
- Keep in mind that a fire can double in size each minute that it exists.

### **Fire Suppression**

A fire extinguisher is a pressurized canister device that releases either water or chemicals to put out a fire. THE TYPE OF EXTINGUISHER USED MUST FIT THE CLASS OF FIRE. The definition of the four (4) fire classifications and the type of extinguisher to use in each class is described below. ABC fire extinguishers are the preferred extinguisher as they can eliminate Class A, B and C fires.

#### Class A Fires – Ordinary Combustible (Green Triangle)

Wood, cloth, paper, rubber, any plastics, and other common materials that burn easily.

#### Class B Fires – Flammable Liquids (Red Square)

Gasoline and other flammable liquids, oil, grease, tar, paint thinner and oil-based paint, lacquers and flammable gas.

#### Class C Fires – Electrical Equipment (Blue Circle)

Energized electrical equipment including computers, wiring, fuse boxes, circuit breakers, machinery and appliances.

#### Class D Fires – Combustible Metals including titanium and magnesium (Yellow Star)

### **Fire Prevention**

Listed below are ten recommendations to help protect against a fire occurring. Each tenant should examine his or her space for any hazards. The Life Safety Manager is available to assist with the investigation.

- Be alert around electrical equipment.
- If electrical equipment is not working properly, disconnect the equipment and call the appropriate maintenance department.

- Often the first sign of an electrical problem is the emission of an unusual odor.
- Promptly replace any electrical cord that is cracked or has a broken connection.
- When using extension cords protect them from damage. Do not put them across doorways or in a place where they will be stepped on or chafed. Check the amperage load specified by the manufacturer or the “listing laboratory” (UL) and do not exceed its recommendations.
- Do not plug one extension cord into another.
- Do not plug more than one extension cord into a single outlet.
- Do not use electrical equipment that is not properly grounded.
- Keep all heat producing appliances away from the wall and any other objects that might burn.
- Leave plenty of space for air to circulate around copy machines, computers, and other equipment that emits heat.
- Make sure that all appliances in your work area, such as coffee makers and hotplates, are turned off at the end of each workday.
- Do not use space heaters. Space heaters can overload electrical circuits and pose a fire hazard.
- Open flames from candles and/or incense are not allowed.
- Do your part to keep storage areas, stairway landing, and other out-of-the-way locations free of waste paper, empty cartons, dirty rags or other material that could fuel a fire.
- Keep security informed of any suspicious or unauthorized persons on your floor. This will help prevent both theft and fire.

# EVACUATION SAFETY TEAM

As of 08/26/2010

## 13<sup>th</sup> Floor:

	<b>PRIMARY POST</b>	<b>SECONDARY POST</b>
• Robert Erickson	Floor Warden	
• Dervin Mejia	Assistant Floor Warden	Searcher
• Colleen Heenan	Searcher	Assistant Floor Warden
• Leah Horvath	Searcher	
• Kristina Houston	Searcher	
• Qi Chen	Searcher (Library)	Southeast Stairwell Monitor
• Fay Kallista	Searcher (Library)	Southeast Stairwell Monitor
• Toni Hopkins	Southeast Stairwell	Elevator Monitor
• Debra Tobler	Northwest Stairwell	Women's Restroom Check
• Lianna Wright	Women's Restroom Check	Northwest Stairwell
• Jonathan Webb	Searcher (Classrooms)	
• Jerard Reibel	205 Fire Doors	Men's Restroom Check
• Julius Aldana	Men's Restroom Check	205 Fire Doors

## Upper Concourse:

• Christa Holton	Floor Warden
• Regina Tremayne	Assistant Floor Warden
• Jennifer FitzGibbon	Searcher
• Tyler Shippen	Searcher

## Special Notes

- Insist on evacuees leaving immediately and hands free (no liquids).
- Listen carefully to instructions given over fire loudspeakers
- Make sure all doors are closed after an area has been cleared.
- If anyone refuses to leave the premises do not persist and report the incident and location to the floor warden
- Members of the evacuation safety team that have more than one designation will follow a "first arrival" procedure. This means that the first person to arrive at their primary designated area will assume the role associated with it. If a primary designated area is already manned you should immediately report to your secondary designation.

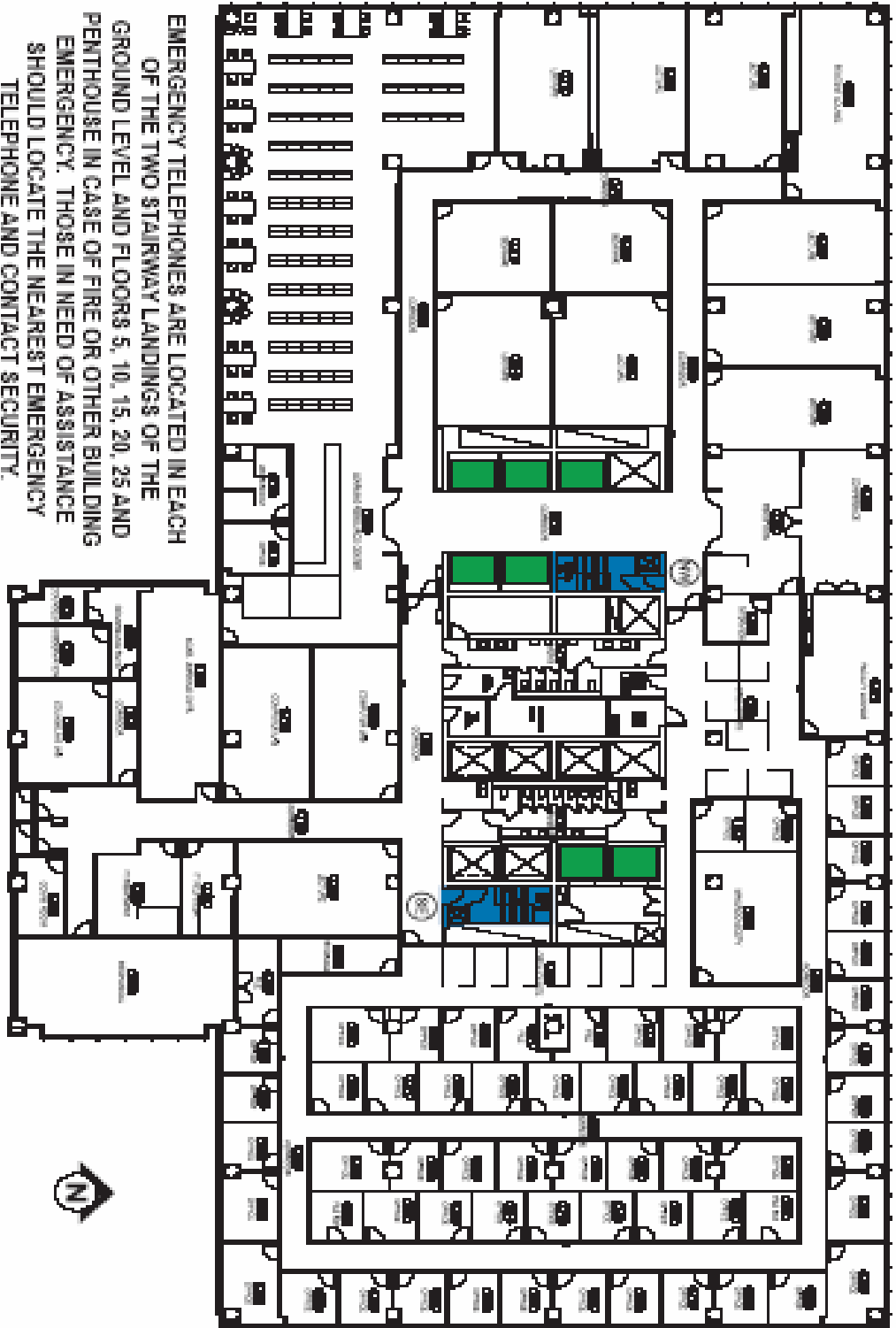
## Meeting Spot

- Pioneer Court Plaza adjacent to the Chicago Tribune Building just north of the Chicago River on Michigan Avenue

**APPENDIX B:**

**FLOOR PLANS** (*see following two full pages for floor plans*)

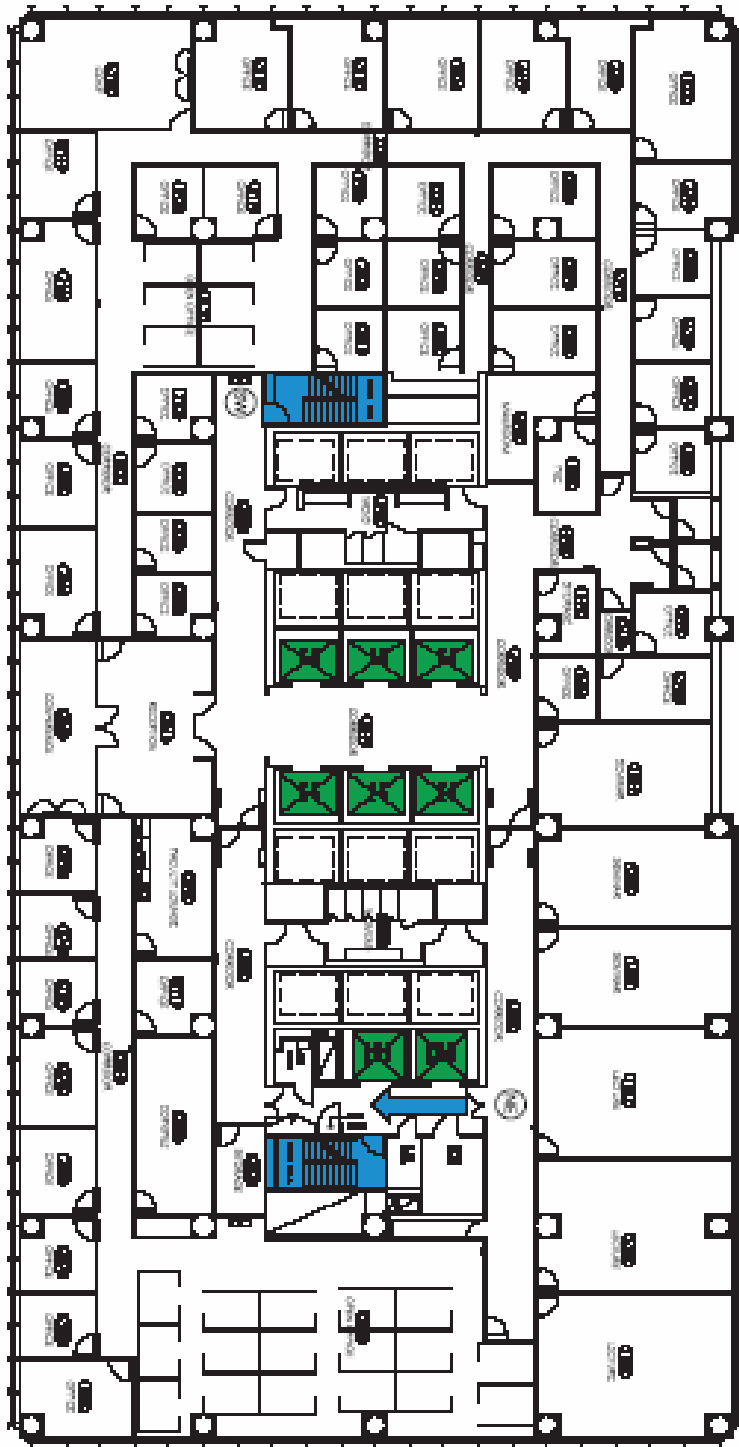
# EMERGENCY EXITS



EMERGENCY TELEPHONES ARE LOCATED IN EACH OF THE TWO STAIRWAY LANDINGS OF THE GROUND LEVEL AND FLOORS 5, 10, 15, 20, 25 AND PENTHOUSE IN CASE OF FIRE OR OTHER BUILDING EMERGENCY. THOSE IN NEED OF ASSISTANCE SHOULD LOCATE THE NEAREST EMERGENCY TELEPHONE AND CONTACT SECURITY.

## 205 NORTH MICHIGAN AVE.

# EMERGENCY EXITS



EMERGENCY TELEPHONES ARE LOCATED IN EACH OF THE TWO STAIRWAY LANDINGS OF THE GROUND LEVEL AND FLOORS 5, 10, 15, 20, 25 AND PENTHOUSE IN CASE OF FIRE OR OTHER BUILDING EMERGENCY. THOSE IN NEED OF ASSISTANCE SHOULD LOCATE THE NEAREST EMERGENCY TELEPHONE AND CONTACT SECURITY.