

# NATIONAL LOUIS UNIVERSITY

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# CRISIS MANAGEMENT PLAN

**Last Updated: July 1, 2023**



## A Message from President Nivine Megahed: Your Health and Safety Come First

The students, faculty and staff of National Louis University (NLU) are our greatest assets. With you in mind, we are committed to preparing, preserving, and protecting your well-being as members of our diverse campus community.

Our dedicated team of emergency management professionals assess risk and take proactive steps to address situations that could escalate to an emergency on campus. The Emergency Response Team is consistently developing plans on how to best prevent, prepare for, respond to, and recover from any incident that might affect our university's daily operations. As part of our preparation efforts, the team regularly conducts drills and simulations with departments across campus to ensure the NLU community is ready to respond quickly and effectively in emergency situations.

An emergency can occur at any time, suddenly and without warning. Proper planning is essential to minimize the impact of an emergency on the university community, operations, and facilities.

To ensure the health and safety of NLU's community, it is vital for everyone to share the responsibility of knowing what to do if an incident requires an emergency response. Let's work together to ensure your safety and the safety of those around you.

Please take a moment to familiarize yourself with the University's Crisis Response Plan. If you have any questions or concerns, please don't hesitate to reach out to our emergency response team.

AT NLU, your health and safety always come first.

Sincerely,

Nivine Megahed, Ed.D.  
President

# CRISIS MANAGEMENT PLAN

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# **National Louis University Crisis Management Plan Executive Summary**

## **Overview:**

The National Louis University (NLU or the University) Crisis Management Plan (the Plan) has been developed to provide guidance to University officials of the steps to follow to ensure an effective, efficient and timely response to crisis situations that may occur. Since an effective response depends on having an informed campus community familiar with expectations and procedures for crisis preparedness and response, all members of the University Community should be familiar with the Plan.

## **Purpose**

The purpose of the Plan is to serve as a guideline for implementing an effectual response to crisis situations. No plan can cover all scenarios in which emergency action may be needed; therefore, the plan is fluid and adaptable.

## **Emergency Response Team – Composition**

**The University’s President is ultimately responsible for all emergency response and will delegate that responsibility to an Emergency Management Coordinator (EMC) in his/her absence.** The President has formed an Emergency Response Team (ERT) who is authorized to perform response activities under the direction of the President or EMC Designate. The following comprise the ERT:

1. President (Nivine Megahed)
2. EMC Designate
3. Vice President - Finance (Marty Mickey)
4. Directors of Facility Management and Campus Facility Managers (Dick Sterrett, Karolyn Boness, James Fannin, Mario Rodriguez)
5. Provost or Provost Designate (Eddie Phillips)
6. Communications Officer or Designate (Rick Yaconis)
7. Faculty Representative (Faculty Senate Chair, Ian Moncrief)
8. Chief Information Officer or Designate (Michael Graham)
9. Vice-President Human Resources or Designate (Tom Bergmann)

The above team will have primary responsibility for emergencies at all Chicago campuses. For emergencies that involve the Tampa campus, the above team will be augmented by the following team who are on site at Tampa:

1. Executive Director (Anthony Spano) – EMC Designate
2. Director of Academic Operations (Sarah Lukas) – Provost Designate
3. Facility Manager (Edmarie Rosado)
4. Faculty Representative (Crystal Collier)
5. Assistant Director Enrollment (Pete Kramer)

Depending on the crisis, membership of the above team can/will be adjusted to include other campus administrators as needed. All parties keep the University’s President or the EMC

designate informed throughout the process to ensure coordination and proper response is occurring.

### **Crisis Response Team Responsibilities**

If a crisis situation should occur, the ERT will mobilize and decide all appropriate measures to be taken in response to the crisis. To this end, the ERT has developed its own detailed operational structure to guide its response.

The response of the ERT include, but are not limited to:

1. Clarifying facts surrounding the crisis and their impact on personnel, students and campus operations.
2. Implementing appropriate response and notify appropriate internal and external responders.
3. Determining how to notify the campus community of the incident.
4. Giving direction for response.
5. Deciding if additional support services are needed.
6. Directing internal and external communications content during and after the crisis.
7. Circulating throughout campus to act as support liaisons during crisis response.
8. Overseeing the restoration of services.
9. Putting in place controls in response to event.
10. Training faculty, staff and students for response.

### **Crisis Response Team Priorities**

Each crisis situation requires its own unique response. The ERT's priorities remain the same no matter what crisis is occurring:

- Priority One – Control the crisis/secure emergency assistance; evacuate affected areas of campus; ensure people receive needed assistance; establish a communications network; survey critical areas – secure and/or clean up as needed.
- Priority Two – Secure additional supplies/resources/assistance as needed; evaluate facilities for occupancy – move personnel and students as needed; establish a communications system with the campus community to announce information regarding services; establish police/security presence as needed; ensure psychological strains of crisis are tended to.
- Priority Three – Secure valuable college materials and records; survey academic departments and determine requirements for reopening operations; review flow of supplies, equipment and assistance from all sources; establish support networks/resources for faculty, staff, students and families of students.

### **Crisis Preparedness/Response by Functional Areas**

Effective response to a crisis situation requires the right resources, equipment, information and plans to be in place and each departmental unit must know its crisis response obligations. All members of the ERT have been given preparedness and response actions required of the various departments that report directly to them. The status of preparedness efforts is ongoing and requires constant monitoring and updating. All emergency-related equipment, such as fire alarms, fire extinguishers, emergency exit alarms, sprinkler systems, two-way radio equipment,

emergency call boxes and elevator equipment and telephones, are regularly tested throughout the year.

### **Responsibilities of Faculty, Staff and Students During a Crisis**

All employees are issued a Crisis Management Information foldable Z-card document that summarizes responses and procedures to follow in response to various crisis situations. Faculty and staff members should study this reference guide periodically and keep it in an accessible location for quick reference.

The University also has a web site (<https://nl.edu/campus-safety/>) in which important information about policies and procedures to follow in case of an emergency are indicated.

In addition, faculty instructors should know evacuation procedures for each classroom where they teach. At the beginning of each semester, faculty members should study the evacuation routes and the emergency response procedures posted in the classrooms where they teach and figure out where they are to assemble their students in the event of an evacuation.

Emergency contact telephone numbers are posted in all classrooms. Faculty members who do not carry cell phones should identify a student with a cell phone who will allow the instructor to use it in an emergency situation.

In the event of a crisis, staff members may be expected to assist with response efforts related to their department responsibilities. Staff members eager to assist with emergency activities should contact their supervisors and/or a member of the ERT to make themselves available.

As with faculty instructors, staff members must know the evacuation and assembly plans for their respective buildings so they can communicate this information to students or other visitors. In the event of an emergency, staff members should make it a priority to assist visitors and disabled students in their areas.

Students are responsible for following the directions of faculty and staff in charge during a crisis. Students should not leave assembly areas until an all clear has been given. Buildings should not be re-entered until notification has been provided that it is safe to do so.

### **Communications Plan**

Accurate and prompt communication is important during a crisis situation. The University will make every effort to disseminate accurate and timely information to the University community, media and the public.

Communicating Across Campus:

The type of incident will dictate which kinds of communication will be used to reach the campus community. Communications systems include, but are not limited to:

1. Fire alarm systems
2. Telephone intercom system
3. Text messaging
4. Phone messages

5. E-mail
6. Website
7. Two-way radios

#### Communications with the Greater Community

The Chief Communications Officer has developed a framework for communications involving the external community which is discussed in more detail in the Functional Annexes below.

He/she will release all statements to the media. There also will be an official spokesperson, as designated by the president. No other employees are to disseminate information about the emergency to the media. For external campuses, such as Tampa, the president may designate the Campus Executive Director to be the Communications Designate.

## SECTION 1: PURPOSE

National Louis University (NLU or the University) is subject to emergencies or disasters resulting from major incidents or natural phenomena. This Crisis Management Plan (the Plan) provides guidance and procedures to enable the University to effectively respond to and recover from major incidents, natural disasters or other emergencies on its campuses. Responses must be timely, vigorous, and directed toward containing the situation, minimizing the loss of life and property, averting undue hardship or suffering, and maintaining maximum operational capabilities of the University. Only by annual review and regular exercise of this Plan will rescue and recovery actions be effective in protecting human life and health and in preserving NLU property and resources. The creation of this Plan was a directive from the University President, who serves as the ultimate responsible authority and decision-making authority for the response to emergencies affecting the University. The purpose of this Plan is to:

1. Provide guidance for emergency operations and the utilization of all available NLU and government resources for the protection of lives, property, and the continuance of University operations in the event of a natural or man-made disaster or emergency.
2. Outline the duties and responsibilities of departments and/or individuals during University emergency operations. This manual was prepared by the University's Emergency Response Team (ERT) and is to be received and reviewed by all members of the ERT.
3. Establish guidelines for emergency planning and coordination of activities relating to disaster prevention and mitigation, preparedness, response, and recovery as related to local, county, state and federal governments.
4. Assign responsibilities for specific duties and activities related to emergency operations and disaster recovery.

The objectives of the University's emergency response are to:

- **Provide emergency services** including medical assistance, rescue, fire protection, and police protection for life and property within the affected area.
- **Restore utilities and services** within the stricken area in an orderly and timely manner.
- **Facilitate fire, police, and utility services** during emergency operations.
- **Facilitate, provide, and coordinate shelter and mass care** during and after the emergency in cooperation with the Red Cross and other organizations.
- **Keep the public informed** of the status of emergency operations.
- **Promote the process of recovery** from the effects of disaster situations.

This Plan shall be reviewed annually and modified as necessary. Results of the reviews and any changes to the Plan shall be reported to the President for approval. Annual exercises shall be held to train response personnel and evaluate the adequacy of the Plan. Each unit or department identified as having a role in this Plan is responsible for communicating the content of this Plan to their staff.



## SECTION 2: UNIVERSITY CAMPUSES

Because of its geographic location, population concentration, high-rise buildings, rail, air and highway traffic, and other risk factors, NLU is exposed to many hazards, some of which have the potential for disrupting the University community and causing widespread damage and casualties. Possible natural hazards include, but are not limited to tornadoes, floods, fires, winter storms, and hurricanes. There is also the threat of terrorism related activities associated with biological, nuclear, incendiary, chemical, and explosive weapons as well as risks of an active shooter situation. Other disaster situations could develop from a hazardous materials accident, conflagration, major transportation accident, civil disorder, disease or other unknown threats. These issues are addressed in this document.

The University is a private not-for-profit institution that serves about 10,000 students annually from its five campuses and offsite locations as follows:

Chicago, Illinois (122 S. Michigan) - Floors 2-6 (About 133,000 square feet) of a 21-story building owned in a condominium type of arrangement – Serves about 2,500 students annually

Chicago, Illinois (18 N. Michigan – Owns floors 1-8 (about 128,000 square feet) of a 12-story building owned in a condominium type of arrangement – Serves about 1,500 students annually

Wheeling, Illinois – Owned 3 story building (About 89,000 square feet) – Serves about 1,000 students annually

Lisle, Illinois – All 3 Floors (About 56,000 square feet) of a leased building – Serves about 500 students annually

Tampa, Florida – Parts of Floors 1 and 2 of a 3-story building in Tampa (About 16,000 square feet) – Leased – Serves about 500 students annually

Generally, the hazards indicated above are possible for each of the University's campuses. In addition to the risks identified above, the following are more specific risks to each campus:

- Chicago – The Chicago campus are in an urban area on Michigan Avenue across from Millennium Park which can be the sites of protests from time to time.
- Wheeling – The Wheeling campus is in close proximity to an airport
- Lisle – The Lisle campus has the risks brought on by a nearby gas main
- Tampa – The Tampa campus has the risk of hurricanes being in the Gulf coast region as well as the risk of being in close proximity to airports.

Assumptions that all members of the ERT should be aware of include:

1. The University will continue to be exposed to the hazards and situations noted above as well as others that may develop in the future.
2. Outside assistance will be available in most emergency situations affecting the University. Although these guidelines define procedures for coordinating such assistance, it is essential for the University to be prepared to carry out disaster response and short-term actions on an independent basis.
3. It is possible for a major disaster to occur at any time and any place in or near the

University. In some cases, timely dissemination of warnings and increased readiness measures may be possible. However, many disasters and events can, and will, occur with little or no warning.

4. University officials and representatives must recognize their responsibilities for the safety and well-being of students, employees, and visitors and assume their responsibilities in the implementation of this emergency plan.
5. Proper implementation of these guidelines will reduce or prevent disaster-related losses.
6. Regardless of the threat or type of emergency, it is possible that the following results may be encountered:
  - Death or injury to people and animals.
  - Interruption or disruption to transportation.
  - Interruption or disruption to normal communications.
  - Interruption or disruption to utilities and other essential services.
  - Congregation of large numbers of people at the scene, at central locations, at shelters, etc.
  - Significant numbers of people being displaced requiring some or all of the following: evacuation, shelter, welfare, and other assistance.
  - Structural damage to streets, buildings, utilities, and other property.
  - Contamination of food, water, personnel, vehicles, property, and other substances.
  - Shortages of essential items.
  - Periods of civil unrest or disorder, including looting, rioting, mob scenes, violence, etc.
  - Initial confusion of the affected population, with probable delays in University response due to disaster events.
  - Extensive need for public information.
  - Disruption of business activities.
  - Other matters.

## SECTION 3: CRISIS MANAGEMENT

### A. GENERAL

It is the responsibility of the University to protect life and property from the effects of hazardous events within its own jurisdiction. NLU has the primary responsibility for initial emergency management activities on its campuses. Depending on the circumstances, the University's President may declare a state of disaster or emergency at one or all of the University's campuses. The effect of the declaration is to activate the recovery and rehabilitation aspects of the Plan and to authorize furnishing aid and assistance. When the needs for the emergency exceed local capability to respond, outside assistance will be requested from neighboring jurisdictions and/or the state government. The following guidelines summarize the University's responsibilities in an emergency:

1. NLU has the responsibility for emergency disaster operations within its jurisdiction.
2. Whenever a large-scale emergency occurs within any of the emergency management cooperating jurisdictions and it is determined necessary that all resources in the county area are required, a joint university/cities/county operation will generally be initiated.
3. **The University's President is ultimately responsible for all emergency response and will delegate that responsibility to an EMC designate in his/her absence. Those individuals will direct the ERT who will help to manage the University's response under the President's direction. All parties keep the University's President or the EMC designate informed throughout the process to ensure coordination and proper response is occurring.**

### B. PHASES OF MANAGEMENT

These guidelines are predicated on an all-hazard approach and acknowledge that most responsibilities and functions performed during an emergency are not hazard specific. Likewise, these guidelines account for activities before and after, as well as during emergency operations; consequently, all phases of emergency management are addressed as discussed below.

- **Mitigation** – Mitigation activities are those which eliminate or reduce the probability of a disaster occurring. Also included are those long-term activities, which lessen the undesirable effects of unavoidable hazards.
- **Preparedness** – Preparedness activities serve to develop the response capabilities needed in the event an emergency should arise. Planning and training are among the activities conducted under this phase.
- **Response** – Response is the actual provision of emergency services during a crisis. These activities help to reduce casualties and damage, and speed recovery. Response activities include warning, fire, evacuation, rescue, and other similar operations.
- **Recovery** – Recovery is both a short-term and long-term process. Short-term operations seek to restore vital services to the University and provide for the basic needs of employees, students, and visitors. Long-term recovery focuses on restoring the University to its normal pre-disaster, or an improved, state of affairs. The recovery

period is also an opportune time to institute future mitigation measures, particularly those related to the recent emergency.

### C. EMERGENCY RESPONSE TEAM

All members of the ERT will be responsible for immediately reacting to any emergency that might occur and to support the Incident Command Center (IC). At those times, team members will be relieved of their other duties and their response duty will become their primary duty. Key departments are responsible for developing and maintaining their own Guidelines for Emergency Operations. The President and EMC have the ability to appoint members to the ERT at any time. At a minimum, the ERT shall include the following:

- President – has the ultimate responsibility for decision making in an emergency.
- Emergency Management Coordinator Designate (EMC) – directs all aspects of the University’s response under the direction of the President, including the evacuation and relocation, as may be necessary
- Vice President - Finance – This individual will also help to ensure the initial communication and direction of all members of the ERT is occurring as it should and has responsibility for authorizing mutual support needs and for coordinating financial resources for response and recovery operations.
- Directors of Facility Management and Campus Facility Managers - Manage the response of the security guards (in Chicago), the floor wardens, coordination of ERT and emergency messaging through coordination with all other personnel. Also has the responsibility of furnishing and directing staffing and equipment to cordon and maintain security in the affected area; conduct search and rescue operations; maintain crowd control and establish traffic flow routes; direct large-scale evacuations and assist police and fire as appropriate; make sure buildings are operating as appropriate including HVAC, etc., and also furnish and direct manpower and equipment for restoring buildings to functional use. In the absence of the EMC at a particular campus, these individuals have the responsibility to fill in as the EMC. In times of evacuation, these personnel have the responsibility to ensure all areas have been vacated as appropriate by checking classrooms, bathrooms, labs, etc.
- Provost or Provost Designate – has the responsibility of informing and assigning responsibility to the faculty.
- Communications Officer or Designee – has the responsibility for coordinating the needs of the outside media and for providing news releases to the Public and coordinating the reception of calls from parents and family members of students,
- University Faculty Counseling Representative – has the responsibility to provide counseling and behavioral support to the team and will help in the analysis of behavioral situations and counseling for those needing support.
- Chief Information Officer or Designate – has the responsibility to ensure that the systems and systems back up plans are operating effectively as part of the emergency response and to ensure that the various methods (phone, broadcast, etc.) set up for affecting the emergency warning and notification are working properly.
- Vice-President Human Resources or Designate – has the responsibility to coordinate the communication with employees and provide resources as may be required.

In addition to the above, the Campus Facility Managers have identified and trained floor wardens at each campus that can help to coordinate the appropriate response on each floor.

Aside from the above individuals who are part of the ERT, all University offices should be available to serve in various roles in an effort to provide a coordinated response to an emergency, as may be directed by the President or EMC designate. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their ability to carry out those temporary roles. It is understood that if any department does not have specific roles for their personnel to carry out, then those personnel will automatically become part of a "pool" of reserve personnel to assist as assigned by those coordinating the specific emergency (e.g. Admissions, Financial Aid, Alumni Relations, etc.).

The ERT team should meet monthly to assess safety concerns, review safety procedures and perform regular vulnerabilities, assessments and drills. A vulnerabilities assessment entails a structured process that identifies and anticipates internal and external problems that, if left unattended, could eventually explode into a crisis. The University's ERT is also responsible for making sure that there is a continual threat assessment identification going and a preparedness and response that is occurring for such emergencies that might occur. Therefore, the ERT has been charged with creating guidance and training documents for students, faculty, and staff on recognition, reporting and response to aberrant and/or threatening behavior and/or crisis situations in various areas including:

- Methods to investigate threats, actions, or conduct as reported and determine specific situational response plans
- Access to a wide range of support services for handling behavior resulting from traumatic events include mental/emotional help
- Develop links to literature and materials to assist individuals in learning to deal with aberrant or threatening behavior, including:
  - Web-based information
  - Local training programs
  - In-House training programs if possible
- Establish methods of protecting privacy of individuals providing information to the institution about threatening behavior
- Creating a defined process to ensure that the entire Plan is reviewed and updated annually
- Establish training requirements for all personnel who would be involved in planning for emergencies or responding to emergencies.

### **University Policies Related to Campus Violence Prevention Plan and Campus Threat Assessment Team**

In addition to this Plan, the following University's various policies, by their nature, provide guidance and direction to the ERT as they carry on their duties.

Human Resources Department:

- Acceptable Use of Information Technology
- Equal Employment Opportunity and Anti-Harassment
- Employee Complaints
- Code of Conduct
- Disciplinary Actions and Policy Violations
- Drug and Alcohol Free Workplace and Prevention Program
- HIPAA Notice of Privacy Practices
- Victim's Economic Security and Safety Act (VESSA)
- Violence in the Workplace

Student Affairs Department (see Student Guidebook)

- Policy on Disruptive Classroom Behavior
- Policy on Hazing
- Policy on Sexual Harassment
- Policy on Student Hearing and Appeals
- Policy on Student Right-to-Know and Campus Security Act
- Policy on Substance Abuse
- Standards of Conduct
- Violations of University Policy, Local, State or Federal Laws

**D. RESPONSE**

The response that is to be taken to an emergency situation will vary depending on the type and severity of the emergency. The appropriate responses that should be taken to various types of emergencies are identified in the Annexes at the end of this Plan.

Along with those responses indicated in the Annexes, questions that should be considered when determining the first response include:

- What happened?
- How do we know?
- Who is responsible?
- Why did it happen?
- Who is affected?
- What should we do?
- Who can we trust?
- Who needs to hear from us?
- What should we say?
- How should we say it?

Based on an analysis of questions such as these and a consideration of the actual emergency (see Annexes for the specific response depending on the type of emergency), immediate Notification and Evacuation should occur as is summarized in the sections that

follow. Also, depending on the type of emergency, an IC set-up may be necessary as is also summarized in the section below.

In most emergency situations described in the Annexes, the response order is usually to call 911, alert other members of the ERT to take their appropriate action and alert the University Community. Each of these areas are discussed in the sections below. However, in some situations (such as Active Shooter), it is most important to alert the University community prior to a full communication to the ERT team so that an immediate response by the Community can occur. In these cases, the first communication should be to the EMC designate, the facility director on campus and the campus facility managers who can coordinate that communication. The information in the communication to the University Community may also be dependent on the factual confirmation of the situation. For instance, if a responder is unsure of the situation, a lockdown (described in Annex B) may be initially announced to the University Community until more information is known and the situation can be assessed, after which time, additional information can be communicated and an update can occur.

The response of each ERT member will vary depending on the type of emergency encountered and each member should be able to adapt to the situation that is occurring. For the most part, the various members of the ERT should support the EMC designate in the evacuation or response that is deemed to be appropriate and be prepared to make sure their specific areas of responsibility are cared for. They should also assist floor wardens and campus facility managers in their roles to help control the situation.

After any response situation, it is very important that the incident is reported. If any member of the University community becomes aware of a reportable incident at the University including behavioral issues, club or student organization matters, a facilities issue, health/illness/injury, personal issue, self-harm issue, theft/missing property, trespasser, violence, threats, etc., an incident form should be filled at the University's "Let Us Know" webpage (<http://www.nl.edu/legalpages/letusknow/>). The types of issues that should be reported on are available on this page.

## **E. EMERGENCY RESPONSE TEAM NOTIFICATION**

Prompt initial notification of an emergency condition is critical to an effective response. In general, most emergency calls are received by one of the NLU communications hubs; however, there may be occasions where emergency calls are received elsewhere. In any case, it is important for the communications hubs to be notified of the emergency to ensure all appropriate notifications are made. Upon receipt of a notification, the receiving party shall ensure that initial notifications of a crisis are made according to the phone tree below. Each notification is specific to the nature of the emergency. However, most emergencies may require the communications hubs to initially notify one or more of the following:

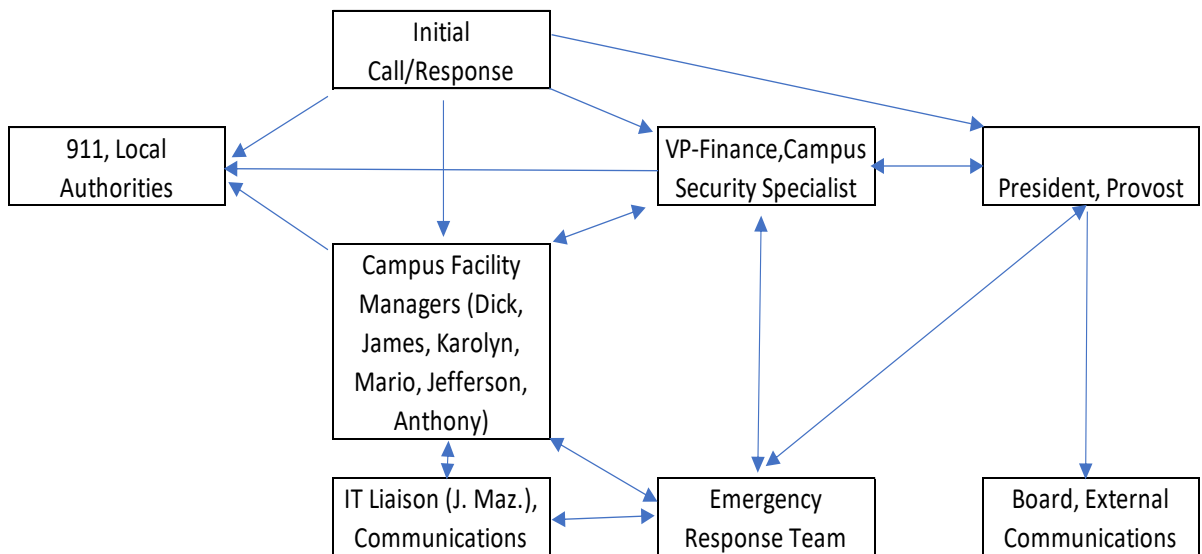
- University President
- Vice President-Finance
- EMC
- Director of Facilities

Management

- Emergency Response Team
- NLU Call Center
- Facilities Management Personnel

**At any time during the notification process, the question “Who else needs to know? should be asked and should be considered by the recipient of the information. If others are identified as needing to know, these notifications need to be made as soon as possible.**

The following outlines the emergency notification process. If a person is to notify someone and that person is not available for whatever reason, they should notify the next person in order until they can reach the other person.





**The contact information of the various individuals that form the University’s ERP are identified in Appendix I.**

The following are general emergency contact phone extensions/numbers for On-Campus Dialing at Each Campus. If an individual feels threatened, they should call 911 before attempting to contact anyone else. Please note that the general rule of thumb to use at the Illinois suburban campuses is that the extension of the emergency public safety desk is equal to the first digit of all of the phone numbers at each campus (i.e. Chicago is Ext. 3333, Wheeling is Ext. 5555, etc.). An exception to this is Florida in which the facilities team can be reached by dialing Ext. 6125.

	<b>Chicago</b>	<b>Lisle</b>	<b>Wheeling</b>	<b>Tampa</b>
<b>Public Safety Desk</b>	<b>3333</b>	<b>4444</b>	<b>5555</b>	<b>813-397-2144</b>
<b>Facility Manager</b>	<b>3429</b>	<b>4512</b>	<b>2592</b>	<b>813-397-2144</b>
<b>Facilities Director</b>	<b>4027</b>	<b>4027</b>	<b>5895</b>	<b>813-397-2144</b>
<b>Facilities Office</b>	<b>3172</b>	<b>4125</b>	<b>5601</b>	<b>813-397-2144</b>
<b>Student Affairs Office</b>	<b>3461</b>	<b>3461</b>	<b>3461</b>	<b>3461</b>
<b>Computer Site Manager</b>	<b>3418</b>	<b>4517</b>	<b>5785</b>	<b>813-397-2144</b>
<b>Director of Facilities</b>	<b>3429</b>	<b>5895</b>	<b>5895</b>	<b>6125</b>
<b>Public Safety and Facilities</b>	<b>312 261 3333</b>	<b>630 847 4444</b>	<b>224 233 2222</b>	<b>813-397-2144</b>

As soon as a potential crisis becomes apparent, it is important that the ERT meets to discuss the facts of the situation, appropriate messaging, an action plan and next steps to address the emergency. As the situation progresses, it is important for the team to have each other’s contact information to maintain accuracy of information and speed in communicating it to both internal and external audiences. This is where "Tell it all, tell it fast and tell the truth" begins. The first and foremost goal is protecting the integrity and reputation of NLU.

In addition to the above internal notifications, the President should notify the Board of Trustees, as appropriate to alert them of the situation.

## **SECTION 4. FUNCTIONAL ANNEXES**

### **FUNCTIONAL ANNEXES AND PROTOCOLS**

The following functional annexes outline general procedures in various areas that are consistent in and should be applied that should be consistently followed in the various Hazard Annexes Identified in Section 3 below. Functional annexes focus on critical operation functions the courses of action developed to carry them out.

While the functions indicated in this section are described separately, it is important to remember that many functions will occur consecutively. For example, a shelter-in-place during an emergency may be implemented but if a building is damaged, then an evacuation of that building might be ordered.

Often multiple functions will also be performed concurrently. For example, during an evacuation, once all individuals are safely out of the building, the accounting for faculty, staff and visitors function will begin. The evacuation function, however, will still be in effect as first responders work to find and evacuate any persons not accounted for.

The following is a summary of the following functional annexes:

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## A. INCIDENT COMMAND CENTER

Depending on the emergency, the President or EMC designate may direct the implementation of an Incident Command Center (IC). The IC is established and is most often directed and staffed by ERT personnel who will be asked to report to the IC immediately in times of an emergency; however, local authorities may take over this management depending on the emergency. An IC will be utilized for all multi-agency responses.

The location of the IC may vary based on the location and type of emergency, but will ultimately be decided upon by the EMC upon consultation with the President. For Chicago emergencies, the IC will generally be located in the 2<sup>nd</sup> Floor Board Room at the Chicago campus 122 S. Michigan Avenue location, and in the facility manager offices at each of the University's other campuses if the emergency is affecting one of those locations.

The IC provides one location from which the response to an emergency will be coordinated. It is the central meeting and gathering location for critical management and support personnel, and serves as an incident support operations and resource center. Laptop computers and essential daily operating supplies will be brought to the IC by each department at the time of activation, or as soon thereafter as possible. The functions of the IC consist of the following:

1. Coordinates all activities for operating units.
2. Provides support, assistance, and supply for operating units.
3. Provides a communications base.
4. Obtains local, state, and federal assistance as needed.
5. Provides public information services.
6. Provides a centralized coordination and communications point, and an administrative and operational decision center for the University's response effort.

The IC is activated when the President, Vice President – Finance or EMC designate elect to activate the ERT or only those elements deemed necessary for response and recovery. In any emergency, the task of the IC or any response team is to:

1. Establish communications channels with other departments.
2. Establish communications with Incident Command Post and provide resources.
3. Establish radio and/or telephone communications with the emergency management at each of the campuses.
4. Establish internal telephone communications.
5. Establish computer network links.
6. Set up maps, charts, and aerial photos as required.
7. Alert the Director of Communications to establish the media center/press room, and notify news media through official news releases as necessary.
8. Perform other duties as required by the situation.

Some general preparatory items for the members of the ERT when reporting to the IC or for any type of emergency include:

1. All personnel reporting for an emergency shall come equipped for the long term, to the maximum predictable and practical extent, bringing with them all essential support personnel, equipment, and materials as may be required for the conduct of their duties. Cell phones and chargers are particularly useful in most situations. The EMC will be in charge of the IC.
2. Each person staffing a position in the IC shall utilize some reasonable method for continuously recording incoming and outgoing messages, requests for assistance, responses to requests, anticipated requirements, and the entire spectrum of information and communication flow that typically takes place in an emergency situation. Documentation is essential! All documentation should have a time of occurrence entry, with attention given to date changes if the event runs long term. Event tracking and documentation software programs, if available and operational, will be the primary method of recording actions or events which take place, with message forms and notes utilized as backup and secondary means.
3. In an IC situation, an IC Log record keeper will be designated who must be kept informed of all information and communications so that the official log that they keep will accurately reflect the disaster sequence of events.
4. All positions in the IC are essential, and must remain staffed throughout the emergency, unless the person in charge of the operation expressly stands down the position. Any such deactivation should be an IC log entry, to document the matter.
6. In an emergency where an IC is set up, the EMC should routinely conduct situational updates. These briefings need not be lengthy, regularly scheduled, or overly complex. The intent is to keep everyone involved informed as to the current and projected situations, and to ensure that each person is aware of what the others are doing.
7. A status sheet or similar format, such as a listing on a board, shall be maintained informing IC personnel of the current senior elected and appointed officials present in the facility.

## B. COMMUNICATION

Upon notification of an emergency situation, it is imperative that a timely notification is made to the University Community by the University phone intercom system, the University emergency texting system and the University emergency phone call messaging system so that all affected become aware of the situation and are told of the appropriate response to make – whether it be Evacuation, Shelter in Place or Lockdown which are discussed in more detail in the Hazard Annexes below which discuss the appropriate response to various situations. Timely warnings of emergency conditions are essential to preserve the safety and security of the University Community. This plan outlines the different warning systems available and suggested use of each system, as well as provides operational guidance for issuing emergency warnings. There is no one system that will enable the university to fully warn everyone in a timely manner because each system has limitations. Thus, it is imperative to utilize multiple systems to effectively broadcast warning messages to the most people. All warning messages must be accurate, clear and consistent. All messages should include accurate and detailed information about the situation and what actions to take, as well as systematically repeated. The media also aids in the warning dissemination. Therefore, to maintain the accuracy of the warning messages, the media should receive consistent information with the warning messages themselves.

The ultimate decision as to when a notification is to be made rests with the President. However, in times of emergency or crisis when time is of the essence, the responsibility to that decision is delegated to the following other individuals: the EMC, the Director of Facilities Management/Campus Facility Managers, the VP-Communications designate and the VP – Information Technology designate. The following are areas that should be considered when sending out a message and deciding on what type of message should be sent:

- a. Hazard Type
  - What is the hazard? (Building fire, tornado, hazardous materials incident)
  - What is the impact to NLU? (Minor, major, catastrophic)
  - What is the potential for the situation to worsen and is the situation under control?
- b. Life Safety and Property Protection
  - What is the potential for serious injury or death?
  - What is the potential for damage to property?
  - What is the potential for disruption to normal course of business?
- c. Urgency
  - How soon does the message need to go out? (Seconds, hours, days)
  - Is there time for approval?
- d. Audience
  - Who needs to be warned? (Administration, faculty, staff, students, guests)
  - How many people need to be warned? (Dozens, hundreds, thousands)

e. System(s) Capabilities

- What are the limitations of each system? (Limited audience, lengthy delivery time)
- How quickly can the messages be sent? (Immediately, minutes, hours)

Please note that there are no clear-cut rules to use for every situation as to the communication type to use. For instance, in some situations, a mass broadcast within the affected area might cause more harm or disruption to the event that may already be occurring. The President, EMC, the local facility managers and first responders will often need to make a quick assessment of the situation and decide on the best communication avenue according to the best available information they have. However, depending on the situation, time may be of the essence so responders should be prepared to act, respond and communicate quickly. The following are the types of messages that can be sent:

- Text Messages – This component relies on voluntary participation where a member of the University Community signs up to receive text messages. The delivery time of messages is less than 30 minutes. Each message is limited to 150 characters, which limits the message content. The telecommunications department has pre-formatted messages ready for most types of emergencies to help expedite this communication method. The current contacts for this type of message are John Mazariegos, Travis Salisbury, Daniel Hoenisch and Roneshia Smith in LITS.
- Phone Calls – Similar to text messages, this component relies on voluntary participation where a member of the University Community signs up to receive an automated phone call that will be sent in case of an emergency. The telecommunications department has pre-formatted messages ready for most types of emergencies to help expedite this communication method. The current contacts for this type of message are John Mazariegos, Travis Salisbury, Daniel Hoenisch and Roneshia Smith in LITS.
- Email – All NLU faculty, staff and students have E-mail accounts. There are no restrictions on the length of the message. However, not everyone checks their emails on a regular basis and the NLU e-mail address is not the primary e-mail account for all students. As with text messages, pre-formatted messages exist in this area. The current contact for this type of message is John Mazariegos Travis Salisbury, Daniel Hoenisch and Roneshia Smith in LITS.

With each of the above methods (text, phone calls and e-mail), each member of the University Community should be encouraged to sign up to receive these messages, which can be done at the following website: <http://www.nl.edu/emergency/notificationsystem/>.

In addition, the following warning/communication methods exist:

- Phone System Warning System - The University has a phone system warning system whereby messages can be broadcast University wide or campus wide over the University's telephones both via audio through the phone and via a message that will flash on the phones. The Directors of Facility Management, Campus Facilities Managers and the LITS Department (John Mazariegos, Travis Salisbury, Daniel Hoenisch and Roneshia Smith) all have access to this system. As with text messages

and e-mail, pre-formatted message are ready for most types of emergencies to help expedite this communication method.

- Social Media, NLU Webpage and E-mail communications - The NLU emergency webpage (<http://www.nl.edu/emergency/>) and the e-mail is the primary location for posting university information. Anyone with an internet connection can access the NLU webpage. The University's emergency web page contains key emergency response policies for the University, emergency contact numbers and updates as to any issues (including weather cancellations) that may be in effect. The activation of this source of communication is handled by the Communications Department.
- Building Alarm Systems – The alarm systems at each campus provides timely warnings within each building. Some fire alarms just have audible sirens while some have built-in voice capabilities at the fire alarm consol. These alarm systems are to be activated by the Local Campus Facilities Managers upon direction from the EMC, the Director of Facilities Management or the President.

In addition to the above, each campus facility manager/security desk has an emergency phone that they carry with them at all times and the phone number extension of each phone is equal to the first digit of all phone numbers at that campus (e.g. Chicago = Ext. 3333, Wheeling = Ext. 5555, etc.). An exception to this is Florida in which the facilities team can be reached by dialing 813-397-2194.

## **EXTERNAL COMMUNICATION GUIDELINES**

Honesty and speed are of the utmost importance when externally communicating in a crisis. The goal is to be open, accountable and accessible to all audiences, while also being mindful of legal and privacy concerns. This plan is structured to ensure that facts are communicated and updated as quickly as possible to provide the most up-to-date information. That said, during a crisis we will communicate only the information that we know to be true, and will not speculate, as inaccurate information during a moment of crisis can be extremely damaging to the University's reputation.

With respect to external communication preparation, it is first important to understand and prepare statements in advance for the types of emergencies that might occur. As such, generic messages have been prepared for the following types of possible emergencies with the understanding that the information would need to be updated per the situation:

- Sexual misconduct or assault or harassment
- Technological issues (system hacked, cyber bullying)
- Student or faculty dispute
- Active shooter
- Fire

**The ultimate determination of the need for an external communication is made by the President and VP in charge of Communications.** If a statement is deemed to be necessary, depending on the situation, these individuals will have key members of the

Leadership Team approve a statement as appropriate and post it on both Twitter and Facebook pages, LinkedIn and/or [www.nlu.edu](http://www.nlu.edu). The primary spokesperson (as dictated by NLU's President) must have a prepared statement that can be used to make an initial general response to the media when the crisis first becomes known. If communication is not made immediately, NLU will lose control of the situation.

Following is a fill-in-the-blanks statement that can be used with little or no preparation as the first statement to the media. At a minimum the statement should include the who, what, when and where of the situation. All information shared should be definitive and not speculative. This will help the University's credibility in the long run.

*The following statement was issued today by National Louis University:*

"A (what happened) at (location) involving (who) occurred today at (time). The incident is under investigation and more information is forthcoming," said \_\_\_\_\_, National Louis University president.

OR

*The following statement was issued today by National Louis University:*

[Location, e.g., Chicago, IL]: At approximately [time] there was what is currently being investigated as a (Brief general description) at [insert campus location].

We are working to determine (damage, injuries, etc.). At this time we have confirmed that [General information that is FOR CERTAIN. DELETE THIS SECTION IF NO CONFIRMED INFO IS AVAILABLE.] The safety and well-being of our students, faculty, staff and community is our first priority [expression of compassion/concern if appropriate].

As more information is available, we will be providing updates through [web site address] and regular media briefings.

Note for Media: Media briefings will be held at [Location] at [Time – specific time, or general, i.e., every hour on the hour, etc.].

In addition to this published statement, consideration should be given to performing the following depending on the situation:

1. **Send an email** to faculty, staff and students alerting them to the situation.
2. **Record and upload a video** of the President responding to the crisis (if applicable).
3. **Brief vital external constituents**, such as regulators, legislators and additional board members.
4. **Record a blast text, e-mail and voice mail message** informing all faculty and staff on all campuses (as appropriate) of the incident and reminding them to refer all



external inquiries, especially media, to Communications (VP in charge of Communications and the Director of Communications).

5. **Monitor the acceleration of broadcast, print and social media** traffic and evolution of the “story.”
6. Following are resources that will be utilized: Broadcast monitoring service: David H Lasker, 312.685.2285, [dhlasker@MediaMonkeyBiz.com](mailto:dhlasker@MediaMonkeyBiz.com),  
**Social media and online new monitoring service:** Meltwater News, <http://service.meltwaternews.com/mnews/login.jsp>

After the Immediate Key Steps are complete, the Crisis Communication Team (VP in charge of Communications, and The Harbinger Group) must complete the following tasks.

1. **Identify a secretary.** He/she will create meeting notes, to-do lists, etc. and share with the team to keep everyone on task.
2. **Know the facts.** Determine which can be released to the public and which cannot.
3. **Draft key messages.** These messages must be included in all university communications to ensure consistent themes in communication. Messages should include:
  - What NLU is doing to ensure the safety of students, faculty and staff – and the community, as appropriate.
  - How NLU is putting plans in place so that a similar crisis does not happen again.
  - A call to action, if appropriate (e.g. for more information go to...)
  - Only the facts.
  - Basically, reassure everyone that the situation is under control.
4. **Designate the primary spokesperson.** Unless otherwise able, the spokesperson will be NLU’s President. He/she will interface with the public, including the media. The Communications Team will prepare her with media training and potential tough questions that might be asked.

It is important that there is one, primary spokesperson and that person is the only one who communicates with the media. However, a back-up to the designated spokesperson should also be identified to fill the position in the event that the primary spokesperson is unavailable.

Primary spokesperson: President  
Secondary spokesperson: Provost

In addition to the primary spokesperson and the backup spokesperson, individuals who will serve as technical experts or advisors should be designated, depending on the situation, need and expertise required by members of the ERT.

5. **Develop communications from the president**, as appropriate. VP of Marketing and Communications (in conjunction with The Harbinger Group), will draft all communications (email messages, talking points, speeches, etc.) from the President.
6. **Determine if a press conference should be held to inform the media.** All press conferences should be held in the Atrium on the 2nd floor of the Chicago campus 122 S. Michigan Ave. building. The Communications Team (Vice President of Marketing and Communications, and The Harbinger Group) will coordinate all details of press conferences (including arranging needed equipment, such as microphones, etc.), and media alerts, as needed.
7. **Share public communications (press releases, media alerts, fact sheets, etc.) with Crisis Communications Team.** During a crisis it is important that this group knows what is public knowledge and uses it for future communications.
8. **Within 10 days of the end of the event, review the success of this plan and make necessary updates.**

### **Media Policies and Procedures**

The following general guidelines should be considered when dealing with the media and/or in setting up media centers as they may be required.

#### **Location:**

The location for a Media Center should be established prior to any crisis. It should be located away from offices of the Crisis Communication Team, spokesperson and Command Center to ensure that media are not in the middle of the action. The suggested location of the Media Center is in the Atrium.

#### **Interacting with the Media:**

Designated team members (VP of Marketing and Comm, Dir of Comm) will escort members of the media to the Media Center. These are the only individuals who should correspond with reporters, other than the President, during a press conference or interview. If anyone other than the team members listed above, is approached by a reporter, they should ask them to remain where they are and let a NLU Communications Team member know that media is present. Never talk about the crisis situation, even casually, with any member of the media. As noted earlier, the President is the primary spokesperson in the event of a crisis and should be the only person talking with reporters.

#### **Crisis Preparation:**

Prior to any interaction with the media, the NLU Communications Team (Rick Yaconis) will prepare the President for tough questions, specific to the crisis. The team will conduct brief media training exercises and make sure that the President is comfortable speaking

with reporters. Below are some very standard questions that reporters ask in crisis situations.

**Eight Questions Media Always Ask:**

What happened?

Who is in charge?

Has this been contained?

Are victims being helped?

What can we expect?

What should we do?

Why did this happen?

Did you have forewarning?

## C. EVACUATION

The EMC, along with the Local Campus Facilities Managers will supervise any evacuation operations that may be required. They will call for the alarm signals to be rung or make the announcements at the campus depending on the circumstances and/or issue. In connection with the evacuation, these personnel will also work with the Information Technology & Communications Departments to arrange for a text and phone message to be sent to students and a message to be sounded over the phone systems at each campus. Depending on the circumstances and if appropriate considering the situation, these personnel will also make sure the building is completely evacuated by walking the building. If an individual feels that he/she is in immediate danger, that individual should take it upon himself/herself to evacuate the building.

The local fire department has full legal authority to require or not require evacuations at their discretion, and have the authority to supersede any standard University procedures. Evacuations can place personnel at risk of injury and therefore decisions to do so are carefully considered in order to minimize risk. The following are the general “safe areas” of evacuation at each campus:

Chicago:	Exit building, proceed to steps of Art Institute (122 S. Michigan) or in front of the Millennium Park Fountain (18 S. Michigan)
Lisle:	Exit building, move to the parking lot on the east side of the 850 building.
Wheeling:	Exit building, move to grassy area to the north of the building
Tampa:	Exit building, move to parking lot.

During an evacuation, the Security Team at each campus should station an individual on the first floor to help direct the evacuees to the above locations.

The following provides guidance of the steps that are to be followed in case of an evacuation:

1. React immediately.
2. Politely terminate phone calls and conversation.
3. If you believe time permits, shut down computers, machinery and word processing equipment, and secure confidential files and materials. (**Loss of physical items or information is not as important as your safety.**)
4. Do not go back to your desk. Obtaining your personal belongings is acceptable only if they are readily available or are located in your path of travel to the exit or stairwell. Use common sense and do not delay others.
5. The last person leaving any enclosed area should close the door without locking it. This will help protect your area and contain any fire until the arrival of the Fire Department.
6. All NLU personnel have the responsibility to assist in the orderly evacuation or movement of individuals in accordance with the published procedures for that site.
7. When the Police and Fire Departments arrive, they take over/and assume control of the situation and the building until the emergency is declared over.

The following procedures should be observed when evacuating the building in case of a fire:

- Before opening the door to the corridor, check the door and door knob with the back of your hand for heat.
- If it is warm, DO NOT OPEN THE DOOR! Stay in your office and seal around door seams using wet towels or tape or other material if available.
- Either find another exit to the corridor or remain where you are until the Fire Department can come to your aid.
- If both the door and door knob are cool, and you leave your office:
  - Check for smoke in the corridor.
  - When light smoke is present, stay low because clean air is closest to the floor.
  - Proceed quickly yet calmly to the nearest stairwell.
  - DO NOT USE THE ELEVATORS!!
  - In the event of a fire emergency, all the elevators will immediately be brought to the 1st floor and shut down until the Fire Department arrives.
  - Proceed down the stairs in an orderly manner, exit the building through the nearest door to the exterior and continue away from the building to recommended 'safe areas' for the campus.
- If your corridor and/or stairwells are smoke-filled, RETURN TO YOUR OFFICE.
- The last person leaving any enclosed area should close the door without locking it. This will help to confine the fire until the arrival of the Fire Department.
- Form a single-file line at the stairway exit door. DO NOT RUSH! DO NOT PANIC!
- Remain calm and observe instructions from the Physical Plant Department, Facilities Management Staff or ERT members.
- Do not re-enter the building until clearance is given by the Fire Department.
- Do not assume that someone else will notify the Fire Department - multiple reports are better than none.

## **PHYSICALLY CHALLENGED PERSONS**

Students, faculty and staff who have disabilities are encourage to self-report their status to the Director of Security at 312-261-3050, so appropriate action can be planned for or taken on their behalf in the event of an emergency situation. Upon contact Campus Security, the following information will be requested:

- Name
- Office phone #
- Cell phone #
- Building
- Office room/classroom #
- Class schedule information – if student
- Hours in building
- Days of the week
- E-Mail address
- Type of assistance needed

The steps to follow in an evacuation when dealing with physically challenged persons is as follows:

- If possible, assist in moving persons who are physically challenged to the interior of the nearest stairwell (which are designated as safe areas) but away from the suspected fire area.
- Alert the responding personnel (Fire Department and ERT) to the fact that someone is in that stairwell.
- Do not move persons with physical disabilities down the stairwell without Police or Fire Department personnel (who are trained in these procedures) present to assist.
- When advance arrangements have been made based on knowledge of a disabled person in the building, Physical Plant personnel will assist in moving the person to the stairwell.
- When personnel making floor checks observe a disabled person, they will direct efforts to move the person to the stairwell.

### **SHELTER-IN-PLACE/LOCKDOWN**

If it appears dangerous for the community to remain outside, then all students, staff, faculty and guests may be directed to move into a building (e.g. in the event of a tornado, possibly in the case of an armed aggressor when RUN is not an option, or any other major event near campus). A completed lockdown of the building(s) may be required. The general purpose of a lockdown is to convert a building into a large “Safe Room” and will be made only if there is a serious risk of danger to staff, faculty and students. The decision to initiate building lockdown procedures may be at the discretion of University officials or in response to a request by local law enforcement officials.

In the event of a lockdown:

- In a classroom: close doors, use door barricade device and lock doors if possible. Turn off lights, silence phones, and stay away from windows.
- In office area: remain in office, or secure area, with the door locked. Turn off lights, silence phones, and stay away from windows.
- In common area: move to a lockable room (nearby classroom, office, etc.) as soon as possible.
- Remain in your secure area until further instructions are provided.

### **ACCOUNTING FOR ALL PERSONS**

In case of an evacuation, persons of responsibility are in charge of determining an accountability for all persons under their supervision. For students, the person in charge of determining accountability are the faculty of each class. For employees, each supervisor is responsible for taking an accounting of their personnel after an evacuation to make sure all are present and accounted for. These persons of responsibility should report the names of individuals that aren't accounted for to the Incident Commander.

## **D. HEALTH AND MEDICAL ANNEX**

The purpose of the Health and Medical Annex is to manage, direct and control the provision of medical and counseling service in the event of a major campus emergency.

In the event of a major campus emergency, Student Affairs shall assume primary control for the purpose of making medical care and crisis counseling services available to students and Human Resources will be responsible for staff and members of the University community. Upon the declaration of a major emergency, the EERT and/or the Incident Commander may assign an employee of Student Affairs and Human Resources to report to the EOC. Public Safety supervisors and officers will assist in the transportation of seriously injured or suddenly ill students and staff members to the nearest hospital utilizing the following:

- Paramedics
- Private ambulance
- Public Safety vehicle
- Taxi

The University will coordinate with local authorities and emergency medical providers and follow their directives as to the provision of essential medical care and sanitation services.

Note: There are several Automated External Defibrillators (AED)s located in various locations of the University campuses marked with an AED sign. AEDs are used to treat sudden conditions that cause the heart to stop by delivering a shock across the heart if it is needed. 9-1-1 should be called as soon as possible when using an AED.

University Counseling and Psychology Services offers psychological counseling services for NLU students. Students can call 312-261-3636 or 847-947-5656 to talk to a counselor. In a crisis situation when you are not able to keep yourself/someone or those around you/them safe, you need to go to the nearest emergency room or call 9-1-1. If on campus, you can also contact security at 312-261-3333 (Chicago), 847-947-5580 (Wheeling), 630-874-4444 (Lisle) or 813-491-6125 (Tampa).

Students should also be aware of the of the following resources that are provided to students:

- Virtual Care Group – Online telehealth, telemedicine and life coaching – [thevirtualcaregroup.com/nlu](http://thevirtualcaregroup.com/nlu)
- Community Counseling Centers of Chicago – 773-769-0205 to talk to a crisis worker
- Illinois Warm Line 866-359-7953
- National Suicide Prevention Hotline – 988
- LGBT National Hotline – 888-843-4584
- Vets4Warriors – 855.838.8255
- Trans Lifeline – 877-565-8860
- 24 Hour Crisis prevention for LGBTQ Youth – 866-488-7386 or Text “START” to 678678
- Lifeline (Spanish speaking) – 888-629-9454
- Veterans Crisis Line – 800-273-8255 Press 1 or Text “START” to 838255
- 24 Hour Crisis lifeline for the Deaf, Hard of Hearing – TTY – Dial 800-799-4889

## **E. CONTINUITY OF OPERATIONS AND RECOVERY ANNEX**

Continuity of operations is important in any situation to make sure the University continues to operate effectively and fulfills its purposes and objectives. This annex provides guidelines as to how the University will perform essential operations during an emergency situation or long-term disruption, which might last from two days to several weeks. The plan identifies mission-critical functions, departmental communication methods, and alternate personnel, systems and locations. Each University division will maintain a continuing operations plan (COP) to ensure the University can respond effectively to a variety of situations.

The COP planning process for each division should focus on two key questions:

1. What operations performed by the department are essential or central to the University community? Such operations might include providing food and shelter, utilities, security services, communication and computing devices, payroll, etc.
2. What resources are required to continue those essential operations during an emergency or disruption?

### **How is a COP Different from an Emergency Action Plan?**

Emergency Action Plans are building-specific, short-term plans that details how occupants should evacuate or shelter-in-place, what type of fire alarm systems are present, and where to assemble if the building is evacuated. COPs detail how an entire department or division would provide essential services and continue to function in an extended emergency event or disruption.

### **What are the Key Planning Principles When Writing a COP?**

There are certain key planning principles that departments should keep in mind when writing their department's COP.

- The focus of a COP should be on essential functions, not particular people. Essential functions and those who can fulfill those functions will change, depending on the situation.
- The functions of a department do not change in a COP; departments not normally responsible for food, shelter, security, etc. do not need to plan to assume those responsibilities.
- The planning process is the most important aspect of the COP exercise, even more so than the final product.
- A plan will not cover all contingencies. Good planning, however, will allow for good decision making in the midst of a crisis.

### **What are Some Things to Avoid When Writing a COP?**

Some of the errors people have made when attempting to write a COP include:

- Planning for specific scenarios - For example, instead of planning for what to do in a flood, fire, etc., plan for what to do if your normal building was inaccessible for any reason.
- Getting caught up in extremes - It is unlikely that a crisis would result in a catastrophic loss of support. Try to divide the planning process into disparate silos, such as (1) loss of building/workspace, (2) loss of staff and (3) loss of utilities/networking functions.



- Planning to the last emergency - While it's important to pay attention to "lessons learned", each incident is different and planning should take a broader scope.
- Assuming the existing management hierarchy - It's important to remember that the normal decision-makers for a department may not be available in an emergency. It can be important to designate alternate decision-makers and ensure they are empowered to take action if necessary.

### **Documenting Your Division's COPs**

COPs for each University division should be shared with the University's Chief Information Officer so that such is on hand in the case of an emergency. The following summarizes the COP for the University's data base which is deemed as important to everyone.

### **INFORMATION TECHNOLOGY**

The following identifies the steps that would be followed in case of a catastrophic disaster involving the data center located at the Wheeling campus. Changes in goals and/or services to be made available must be approved by the University's technology governance committee. They will be enabled as required resources are available (i.e., equipment, licensing, space, and funding).

Services are separated into four categories relevant to their recovery time during a disaster. This is only an overview of the current capabilities based on available resources allocated for this purpose. These four categories are: Immediately Available, Available within One Business Day, Available within One Business Week, and Undetermined. The assumption made in determining the time to restore the service is that the physical equipment that runs the service is destroyed, and new equipment must be procured. Once the new equipment is received, data can be restored, and services can begin to be brought back online.

All services are backed up nightly, and a copy is sent to the secondary data center for off-site storage. In the event of restoring from backups, it should be assumed that any data added to a system between the last backup that has been moved to off-site storage and the occurrence of the disaster will be lost.

**The following summarizes the service availability after a disaster involving the data center in Wheeling:**

<b>Availability Category</b>	<b>Service Name</b>	<b>Special Notes</b>
Immediate Availability		
Available within One Business Day	D2L	Hosted off-site at Brightspace data center.
Available within One Business Day	Student Email	Hosted off-site by Microsoft.
Available within One Business Day	Faculty staff email	Hosted in Wheeling and disaster recovery site

Available within One Business Day	Website	Hosted in Wheeling and disaster recovery site
Available within One Business Week	Banner	Hosted in Wheeling
Available within One Business Week	None	
Undetermined	All other services	The time to procure equipment would exceed one business week.

### Procedures for Beginning Recovery

The overview of activities that must be initiated in the event of a disaster is as follows:

- 1) Assess damage to systems to determine the viability
- 2) Assess the condition of facilities to determine viability
- 3) Procure necessary hardware and facility needs to rebuild operations
- 4) Identify pertinent backups
- 5) Restore all available data
- 6) Test systems for functionality and access
- 7) Enable user access

### Back-Up Information:

The following chart provides an overview of how and when backups of critical services are performed.

Application	What it takes to work	When it is backed up
Banner	Banner requires several systems and other services to operate normally. Those systems consist of VMWare application servers.	Each of these systems is backed up daily. The entire production Banner database containing the information accessed via Banner INB and Banner SSB (self-service) is backed. The VMWare environment also has a full backup done each night.
Faculty and Staff Email	Faculty and staff email runs on Microsoft Exchange. This system consists of several operating systems in VMWare and one physical server.	Each night the systems are fully backed up.
Student Email	Microsoft currently hosts student email.	N/A
Main NLU Website	The primary NLU website ( <a href="http://www.nl.edu">www.nl.edu</a> ) consists of two operating systems in VMWare and one Oracle database. The operating systems in VMWare host the access and delivery of web content, and the Oracle server holds the database.	All three systems receive a full backup nightly.

Voicemail	Voicemail is hosted on an operating system in VMWare and also requires connectivity to Microsoft Exchange as well as from either the Call Manager or local routers at each campus.	The VMWare environment where Voicemail resides is backed up nightly. Microsoft Exchange is also backed up nightly to tape. The Call Manager is backed up nightly, and that information is processed than to tape. Router configuration information is backed up quarterly as it rarely changes.
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## **Section 5. HAZARD ANNEXES**

### **HAZARD ANNEXES AND PROTOCOLS**

This section contains specific Emergency Operating Procedures for major emergency scenarios as developed by the Emergency Response Team.

The current list of the hazards identified in the following annexes are as follows:

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## **ANNEX A**

### **ACTIVE SHOOTER INCIDENT OR HOSTAGE INCIDENT**

An active shooter can be described as suspect activity that causes death and/or serious bodily injury through the use of a firearm. It is a dynamic situation that usually evolves rapidly, and demands immediate deployment of law enforcement resources to terminate the life-threatening situation.

The following are the procedures to follow in case of an active shooter:

#### **RUN**

When an active shooter is in the vicinity:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others or outsiders from entering the area.
- Call 911 and Public Safety when you are safe.

#### **HIDE**

If evacuation is not possible, find a place to hide:

- Go to the nearest room or office or closet and lock and barricade the door.
- If the door does not lock, secure and barricade the door with as many obstacles as possible (desk, chairs, tables).
- Close the shades/curtains, turn off the lights and get down on the floor and seek cover. No one should be visible from the outside.
- Keep quiet and keep your cell phone on silent.
- Hide behind large objects
- When it is safe, call 911 and inform the dispatcher of your location and provide as much information as possible. Stay there until police or Public Safety give an all clear.

#### **FIGHT**

As a last resort and only if your life is in danger:

- Attempt to incapacitate the shooter
- Act with physical aggression
- Improvise weapons
- Commit to your actions

If you are not immediately impacted by the incident, please take the following action:

- Stay away from the building.
- Notify everyone around you to stay away.
- Obey all verbal direction given by law enforcement/Public Safety officers.
- Take protective action and stay away from doors and windows.

The goal is to contain and isolate the individual with the gun, and safe release of any hostages.

## **HOSTAGE SITUATIONS**

The following guidance is provided for a situation in which there is a hostage present:

- Be patient. Avoid drastic action.
- Do not speak unless spoken to and then only when necessary. Do not talk down to the captor, who may be in an agitated state.
- Avoid appearing hostile.
- Try to maintain eye contact with the captor at all times, but do not stare.
- Treat the captor as friendly as possible.
- Avoid speculating. Comply with the instructions as well as you can. Avoid arguments. Expect the unexpected.
- Be observant. Try to remember all distinguishable characteristics of your captor (tattoo, scar, teeth missing, etc.). You may be released or escape. The personal safety of the others may depend on your memory.
- Be prepared to answer the police on the phone should a line be patched through to your location. Be patient, wait. If medication or first aid is needed by anyone, say so. The captor in all probability will not harm persons being held.

In an active shooter situation, the EMC will be contacted immediately who will follow protocol as far as the Communications and the ERT.

## **ANNEX B**

### **LOCKDOWN**

#### **LOCKDOWNS- THREAT SITUATIONS**

Should an event arise where physical harm to individuals may arise, the University may initiate a lock-down situation until external responders can eliminate the threat or perceived threat.

Notification of a lockdown will be made by the following means:

- An announcement will be made over the phone system, which triggers a signal and a message on each phone in the classrooms and most offices;
- An email announcement will be issued over the university network;

Upon receipt of any form of notification that the building is being secured, all personnel should follow these instructions and encourage visitors and students to comply:

- Do not go near the windows.
- Do not use elevators, hallways, stairwells or other public areas.
- Do not attempt to leave the building.
- **Do not enter or stay in the stairwells, in case further movement is required.**
- Lock and/or barricade the entry door to your location, shut off any lighting, remain quiet and move away from the door and/or sidelight through which you might be seen.
- Remain in sheltered areas until clearance is given by a member of the emergency response team (police or fire department personnel).

#### **WHEN NOTIFIED OF A LOCKDOWN SITUATION**

In the case of a building lockdown, the following procedures should be followed:

- Declare and initiate the lockdown directive
- Activate appropriate emergency notification systems
- Immediately respond to the scene
- Contact and coordinate with the local police department
- Provide security for the scene
- Lock and secure perimeter building doors with assistance from Facility Operations staff, custodians and maintenance personnel as needed
- Post pre-printed signs on all lobby doors if safe to do so
- Discourage building occupants from exiting the building
- All occupants of the building should be to an interior location, office or room, preferable one that has the ability to be locked. Turn off lights and stay away from windows.
- Announce all clear once the hazard has passed, and verify equipment at all ingress/egress points remain in good working order

## **ANNEX C**

### **BREAKING UP FIGHTS AND USE OF FORCE**

NLU recognizes and respects the value and integrity of each individual's physical safety. Occasionally, arguments between students and others can escalate and erupt into physical violence. It is important that University personnel know basic techniques for interrupting fights and dealing with students who are physically aggressive. In some cases, physical intervention and use of force may be warranted by the responder. However, some tactics should be used as a last resort that are only permitted by the NLU Public Safety Office and anyone else trained in these areas.

The following techniques be attempted to diffuse a situation where physical violence is imminent:

- When responding to a scene/incident, the NLU Public Safety Office employee or respondent should always be carrying a two-way radio and be ready to radio for help if necessary. These are in the possession of the EMC, campus facility managers, and floor wardens at the Chicago campus.
- Never ignore aggression. If ignored, small acts of aggression can quickly grow to more violent aggression. Report any aggression through the University's web site at: <https://www.nl.edu/legalpages/letusknow/>
- Go toward the location of the incident. Make your presence known by announcing yourself (for example, "Campus Security!").
- Quickly assess the situation. Try to determine what has happened, who are the involved parties and what is the level of violence or potential violence. Radio for additional help if necessary.
- Look to see if there are any weapons present. If so, utilize the "Run, Hide, Fight" protocol in Annex A.
- In a strong voice, tell the subjects that they must stop doing what they are doing. Sometimes students/individuals are hoping an adult will tell them to stop fighting so they will have a "graceful" way out.
- Tell any onlookers to leave the area. Call the students by name if you know them.
- Make a mental note of any onlookers. All witnesses must be listed in the incident report.
- If the physical violence persists, tell the students/individuals to stop. Sometimes just directing the students to stop fighting – in a loud, demanding voice – is enough to make them stop. In this regard, provide continuous commands to "Stop Fighting." Good verbal direction and commands play a crucial role in defusing volatile situations.
- After the diffusion of the situation, an incident report must be filed documenting all relevant details of the incident, involved parties, witnesses and actions taken by the NLU Public Safety Office.
- If there was physical violence, student(s) who were directly involved in the incident MUST be instructed that they are not to return to campus until they have scheduled a meeting with the Office of Student Experience to discuss the student conduct policy. The responding authority is to instruct the students of this expectation during removal from campus.



### Parameters for Use of Force

Sometimes, the above procedures may not diffuse the situation. In these cases, respondents should call 911 immediately and may consider the use of force as a last resort if a potentially dangerous situation is erupting that could cause bodily or other harm. In vesting the University's Public Safety Office with the authority to use force to protect themselves and others, a careful balance of all human interest is required. Therefore, it is NLU's policy that the Public Safety Office shall use only that force that appears reasonably necessary to effectively bring an incident under control, taking into consideration the totality of the circumstances, while protecting the physical safety of the Public Safety Office employee and/or another individual. The following guidance is provided regarding the use of force:

- NLU Public Safety Office employees or other designated respondents (generally, members of the ERT) should assess the incident in order to determine if a use of force technique is necessary to de-escalate an incident and bring it under control in a safe manner. As indicated above, use of force should only be used as a last resort. If responding in a manner that might involve pulling fighting students apart from one another, the respondent should be careful to protect themselves and others from further sensitizing the situation.
- The use of force should be limited to NLU Public Safety Office employees or members of the ERT who have been authorized and trained on the necessary and appropriate techniques for resolution of incidents to protect themselves or others from physical harm or to bring an incident safely and effectively under control.
- NLU Public Safety Office employees and respondents should immediately call 911 when an incident erupts and should assess whether there is time before the police come to dispel the situation before the use of force is warranted.
- NLU Public Safety Office employees shall take appropriate steps to obtain medical aid whenever there is a use of force incident causing injuries or complaints

### Defensive Weapons and Methods

- Only NLU Public Safety Office employees are permitted to use a University approved defensive weapon, but only after he/she has received training from the police department or other registered body in its proficient use.
- The only defensive weapon that is authorized by NLU is the use of a "kubaton", a pressure point tool.

### Reporting Uses of Force

- A written report will be required whenever force is used. Such reports shall be retained permanently and shall be immediately reported to the University President.
- If there was physical violence, students who were directly involved in the incident MUST be instructed that they are not to return to campus until they have scheduled a meeting with the Office of Student Experience to discuss the student conduct policy. The responding authority is to instruct the students of this expectation during removal from campus.
- All reported uses of force will be reviewed by the EMC to determine whether the use of force policy was properly applied, the policy was clearly understandable to the office and effective to cover the specific situation.

## **ANNEX D**

### **BOMB THREAT**

The following procedures should be observed when dealing with a **bomb threat**. It has been proven that a large majority of bomb threats are false alarms, meant only to disturb or disrupt the normal work of a person or company. However, all bomb threats should be treated as a serious matter.

The following sequence of events has been created to provide for an orderly handling of a suspected bomb threat. Follow these instructions and allow appropriate authorities to take the necessary actions to deal with these situations:

- The person receiving the threatening call will alert the Local Campus Facilities Manager or EMC.
- The Local Campus Facilities Manager or EMC will immediately notify:
  - The appropriate Police Department, giving the proper University address.
  - The Campus Services Staff (where on duty) of the immediate threat.
  - The Director and Assistant Director of Facilities Management, who will alert the Physical Plant staff to stand by to provide assistance as needed.
  - The Vice President-Finance, who will contact other authorities as needed.
- If evacuation is authorized, the standard Emergency Evacuation Plan detailed in Section 3.H. for the campus should be followed. Evacuation will proceed without using the fire alarm system or public address system as these systems could trigger some types of bombs. The local Police/Fire Departments have full legal authority to require or not require evacuations at their discretion, and in fact have the authority to super cede any standard University procedures.
- Evacuations can place personnel at risk of injury and therefore decisions to do so are carefully considered in order to minimize risk.
- Staff members assigned by the University may be asked to assist police and firefighters in a search of the building. Emergency personnel will need help in identifying items which “belong” in rooms and hallways.
- All requests for information (from the media or other outside parties) must be directed to the Vice President for Marketing and Communication.
- Once the Police Department arrives, they will be in charge of the situation and determine the validity of the threat and caring for the issue.

Steps for dealing with a possible bomb threat situation include evacuation of hazard areas, and notification of all individuals in the area to clear after which time, the appropriate parties can perform the following procedures:

- Conduct an evacuation of the area which is a considered a threat, ensuring that the evacuation site selected is a considerable distance away to avoid blast and fragmentation; threat vehicles should not be moved until cleared by bomb squad personnel;
- Maintain vigilance to the possibility of a secondary device that may also be an explosive device. An additional device may be used to target an evacuation site or in command post areas used by the response community;
- Maintain awareness of possible remote initiation of a suicide, or a timer back-up

- should the explosive device fail to function; and
- Precautions should be taken to wear the appropriate Personal Protective Equipment;

The following information should be captured upon receipt of bomb threat call:

## **BOMB THREAT CHECKLIST AND REPORT**

Date of Call: \_\_\_\_ Time of Call: \_\_\_\_\_

Receiving Telephone Number: \_\_\_\_\_

Exact Words of Person Making Threat:

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### Questions to Ask:

When is the bomb going to explode?

Where is the bomb right now?

What kind of bomb is it?

What does the bomb look like?

What will make it explode?

Why did you place the bomb?

Where are you calling from?

What is your name?

Try to Determine the Following (Circle as appropriate)

Additional Information: \_\_\_\_\_

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## **ANNEX E**

### **CHEMICAL/RADIATION SPILL**

The following procedures should be observed when dealing with a **chemical or radiation spill**. In all situations, life threatening or not, anyone who discovers a release of a substance they suspect to be harmful to human health or the environment, should immediately report the release to the appropriate campus officials.

1. Report immediately any spillage of a hazardous chemical to Local Campus Facilities Manager who will contact the EMC Director or Assistant Director of Facilities Management who will then contact the authorities by dialing 911 and initiate evacuation activities as discussed in Section 3.H.
2. Move away from the accident scene and help keep others away.
3. Do not walk into or touch any spilled substance.
4. Never add water to try to wash a spill into the ground or down the drain.
5. Try not to inhale gases, fumes and smoke.
6. When reporting, be specific about the nature of the involved material and exact location.
7. The key person on site should vacate the affected area at once, and seal it off to prevent further contamination of other areas until the arrival of specialized authorities.
8. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible and remain in the vicinity.
9. If building alarm sounds, walk quickly to the nearest marked exit and alert others to do the same.
10. Assist the handicapped in exiting the building to the nearest stairwell to await assistance from the fire department. Stairwells are the first areas checked by the fire department, and are constructed to provide a higher degree of protection.
11. Do not use elevators.
12. Do not panic.
13. Once outside, move to a clear area at least 500 feet away, or as far as possible from the affected building. Keep streets, fire lanes, fire hydrants and walkways clear for emergency vehicles and crews.
14. Do not return to an evacuated building under any circumstances until officially told to do so by an Emergency Management official.

**Important:** In the event of an evacuation, all students and personnel are asked to report to a designated campus area assembly location. The Building Emergency Coordinator will take attendance and assist in the accounting for all building occupants. Reference is made to Annex H for more instructions on handling an evacuation.

## **ANNEX F**

### **CIVIL DISTURBANCE OR DEMONSTRATION**

The following procedures should be observed when dealing with a **Civil Disturbance or Demonstration**. In the event that a violent demonstration occurs in which injury to persons or property appears imminent, these steps should be taken.

1. A threatening disturbance should be reported immediately to the Police Department (911).
2. After notifying the police department, notify the Local Campus Facilities Director who will initiate appropriate Evacuation procedures in accordance with Section 3.H. if the disturbance is not currently occurring in the immediate area.
  - a. Politely terminate phone calls and conversation
  - b. If you believe time permits shut down computers, machinery and word processing equipment, and secure confidential files and materials. (Loss of physical items or information is not as important as your safety.)
  - c. Once evacuation process begins, do NOT go back to your desk. Obtaining your personal belongings is acceptable if they are readily available or located in your path of travel to the exit or stairwell. Use common sense and do not delay others.
  - d. The last person leaving any enclosed area should close the door without locking it. This will help protect your area.
  - e. All NLU personnel have the responsibility to assist in the orderly evacuation or movement of individuals in accordance with the published procedures for that site.
  - f. When the Police/Fire Departments arrive, they take over/assume control of the situation and the building until the emergency is declared over.
  - g. The Police Department will assess the situation and confer the appropriate area head if available and if time permits. Participants who refuse to disperse will be arrested if any laws have been violated.
3. Depending on where the civil disturbance, the Facility Manager may initially advise against evacuation. For instance, if there is a disturbance in downtown Chicago already occurring, the guidance may be to stay inside the Chicago campus in a safe place until further notice and a lockdown notice may be put in place. See Annex B.

#### **Please be advised:**

The local Police/Fire Departments have full legal authority to require or not require evacuations at their discretion, and in fact have the authority to over-ride standard University procedures.

Evacuations can place personnel at risk of injury and therefore decisions to do so are carefully considered in order to minimize risk.

## ANNEX G

### CRIMINAL OR SUSPICIOUS BEHAVIOR

The following procedures should be observed when dealing with a criminal or suspicious behavior situation.

In the event that such behavior occurs in which injury to persons or property appears imminent, these steps should be taken.

1. If you witness a criminal act, or if you notice a person(s) acting suspiciously on campus, **immediately notify the EMC, Local Campus Facilities Manager and Police Department (911)**, and give them your information and follow their instructions. The Local Campus Facilities Manager will notify the Director of Facilities Management who will assess the situation and provide instructions which could include immobilizing the ERT.
2. If you are the victim of, or are involved in any on-campus violations of the law such as assault, robbery theft, overt sexual behavior, etc...**Do Not Take Any Unnecessary Chances! Notify the Police Department by dialing 911** as soon as possible and supply them with your information.
3. If you should witness suspicious behavior promptly notify University personnel and provide the following information
  - a. Nature of incident
  - b. Location of incident
  - c. Description of person(s) involved
4. Assist University personnel by supplying them with requested information.
5. Should gunfire or discharged explosives jeopardize the campus, take cover immediately, using all available concealment that is possible. Following the disturbance, seek first aid if necessary.
6. The Police Department will assess the situation and confer the appropriate area head if available and if time permits. Participants who refuse to disperse will be arrested if any laws have been violated.
7. Politely terminate phone calls and conversation
8. If you believe time permits shut down computers, machinery and word processing equipment, and secure confidential files and materials. (Loss of physical items or information is not as important as your safety.)
9. Once evacuation process begins, do NOT go back to your desk. Obtaining your personal belongings is acceptable if they are readily available or located in your path of travel to the exit or stairwell. Use common sense and do not delay others.
10. The last person leaving any enclosed area should close the door without locking it. This will help protect your area.
11. All NLU personnel have the responsibility to assist in the orderly evacuation or movement of individuals in accordance with the published procedures for that site.
12. When the Police/Fire Departments arrive, they take over/assume control of the situation and the building until the emergency is declared over.

**Important:** In the event of an evacuation ordered by local jurisdictional authority, all personnel and students should report to the designated campus area assembly location detailed in

Section 3.H. The Local Campus Facilities Manager will take attendance and assist in the accounting for all building occupants.

**Please be advised:**

The local Police/Fire Departments have full legal authority to require or not require evacuations at their discretion, and in fact have the authority to over-ride standard University procedures.

## **ANNEX H EARTHQUAKE**

The following procedures should be observed when dealing with an **Earthquake**.

### **During an earthquake, remain calm and quickly follow the steps outlined below.**

1. If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
2. If outdoors, move quickly away from buildings, utility poles and other structures.
  - a. Caution: Always avoid power or utility lines as they maybe energized.
  - b. Know your assembly locations.
3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. After the initial shock, evaluate the situation and if emergency help is necessary call 911.
5. Protect yourself at all times and be prepared for after shocks.
6. Assist the handicapped in exiting the building.
7. Do not use elevators in case of earthquake or fire.
8. Once outside, move 500 feet away, or as far away as possible, from the affected building. Keep streets, fire lanes, fire hydrants, and walkways clear for emergency vehicles and crews.
9. Do not return to an evacuated building under any circumstances until officially told to do so by Emergency Management officials.

**Important:** In the event of an Earthquake, all personnel and students are asked to report to the designated campus area assembly location. The Building Emergency Coordinator will take attendance and assist in the accounting for all building occupants.

### **During an Earthquake**

1. Try to remain calm and reassure others.
2. Take proper cover (indoors, seek cover under desk, table, in door way/outdoors, go to an open area).
3. Do not dash for exits, as stairways may be broken. Do not use elevators.
4. The electricity may go out. Elevator, fire, and sprinkler systems may activate. Expect to hear loud noise from breaking glass, cracks in walls, and falling objects.
5. Beware of aftershocks.
6. Once evacuation process begins, do NOT go back to your desk. Obtaining your personal belongings is acceptable if they are readily available or located in your path of travel to the exit or stairwell. Use common sense and do not delay others.
7. All NLU personnel have the responsibility to assist in the orderly evacuation or movement of individuals in accordance with the published procedures for that site.
8. When the Police/Fire Departments arrive, they take over/assume control of the situation and the building until the emergency is declared over.



## **After an Earthquake**

1. Remain calm. Help anyone who is hurt, administering first aid if necessary. Cover injured persons with blankets to keep them warm. Seek medical help if necessary
2. Check for fires and fire hazards. Extinguish small fires if possible.
3. Check for damage to utilities and appliances. Shut off electricity if there is any chance of damage to wiring.
4. Shut off water mains if breakage has occurred.
5. Do not light matches, use any open flames, or turn on electrical switches or appliances until you are certain there are no gas leaks.
6. Do not touch power lines, electrical wiring, or objects in contact with lines and wiring.
7. Keep telephone lines clear except for emergency calls (medical, fire, criminal).
8. Beware of further structure collapses without warning including subsequent gas leaks, live electrical wires, broken glass, etc.
9. Clean up or warn others of any dangerous spilled materials (i.e. chemicals, gas, etc.)

### **Please be advised:**

The local Police/Fire Departments have full legal authority to require or not require evacuations at their discretion, and in fact have the authority to supercede any standard University procedures.

Evacuations can place personnel at risk of injury and therefore decisions to do so are carefully considered in order to minimize risk.

## **ANNEX I**

### **FIRE EMERGENCY**

The following are general procedures to follow in cases of a fire situation.

#### **Fire Prevention**

In the interest of fire prevention and safety, faculty and staff must maintain an awareness of various potential building hazards in their respective areas. Always remove clutter; properly dispose of old papers, books, boxes, printouts, etc.; keep halls and doorways clear; and properly store volatile or flammable substances in approved containers.

All University personnel should also familiarize themselves with the locations of stairwells, fire escapes, and emergency equipment, such as fire extinguishers and hoses, in and around the areas of the University they frequent.

#### **Fire Evacuation**

##### **A. If you smell smoke:**

- Activate the nearest manual fire alarm pull box to notify the Fire Department, if a box is close by.
- Call 9-1-1 and call the General Facilities office. The General Facilities office can be reached either by calling 9-9-9 which directs the caller to the Local Campus, or one can call one of the following numbers:
  - Chicago – Ext. 3333 or (312) 261-3333
  - Lisle – Ext 4444 or (630) 874-4444
  - Wheeling – Ext 5555 or (847) 947-5555
  - Tampa – (813) 397-2144
- Do not assume that someone else will notify the Fire Department - multiple reports are better than none.
- A staff person will be dispatched immediately to determine the origin of the call.

##### **B. Once the fire alarm has sounded, evacuate the area immediately.**

- Politely terminate phone calls and conversation.
- Leave immediately. Obtaining your personal belongings is acceptable only if they are readily available or are located in your path of travel to the exit or stairwell. Use common sense and do not delay others.
- The last person leaving any enclosed area should close the door without locking it. This will help protect your area and contain any fire until the arrival of the Fire Department. All NLU personnel have the responsibility to assist in the orderly evacuation or movement of individuals in accordance with the published procedures for that site. When the Police and Fire Departments arrive, they take over/and assume control of the situation and the building until the emergency is declared over.
- Before opening the door to the corridor, check the door and door knob with the back of your hand for heat. If it is warm, **DO NOT OPEN THE DOOR!** Stay in your office and seal around door seams using wet towels or tape or other material if

available. Either find another exit to the corridor or remain where you are until the Fire Department can come to your aid.

- If both the door and door knob are cool, leave your office.
- Check for smoke in the corridor.
- When light smoke is present, stay low because clean air is closest to the floor.
- Proceed quickly yet calmly to the nearest stairwell.
- DO NOT USE THE ELEVATORS!! In the event of a fire emergency, all the elevators will immediately be brought to the 1st floor and shut down until the Fire Department arrives.
- Proceed down the stairs in an orderly manner and remain calm.
- If your corridor and/or stairwells are smoke-filled, RETURN TO YOUR OFFICE.
- Form a single-file line at the stairway exit door and stay on the right side when exiting the stairs so fire personnel will have a lane to come up the stairs if they need to. DO NOT RUSH! DO NOT PANIC!
- Continue down and out of the building via the nearest main exit door. exit the building through the nearest door to the exterior and continue away from the building to recommended 'safe areas' for the campus to allow others room to exit the building and responding personnel to have direct access. Do not congregate in the lobby or on the sidewalk near the building. The safe areas for each campus are as follows:
  - Chicago: The steps of Art Institute
  - Lisle: The parking lot on the east side of the 850 building
  - Wheeling: Grassy area across from main entrance
  - Tampa: Parking lot
- Do not re-enter the building until clearance is given by the Fire Department.
- Close any doors between you and the fire. Do not lock the doors! Locking the doors will only delay fighting of the fire.
- Do not try to extinguish the fire. Leave the fire-fighting to the fire department! Calmly evacuate the building using the Exits or Stairwells furthest from the fire area.
- Alert the Local Campus Facilities Manager if someone is missing.

#### C. Evacuation of Physically Challenged Persons:

- If possible, assist in moving persons who are physically challenged to the interior of the nearest stairwell (which are designated as safe areas) but away from the suspected fire area.
- Alert the responding personnel (Fire Department and ERT) to the fact that someone is in that stairwell.
- Do not move persons with physical disabilities down the stairwell without Police or Fire Department personnel (who are trained in these procedures) present to assist.
- When advance arrangements have been made based on knowledge of a disabled person in the building, Physical Plant personnel will assist in moving the person to the stairwell.
- When personnel making floor checks observe a disabled person, they will direct efforts to move the person to the stairwell.

## **ANNEX J**

### **MEDICAL EMERGENCY**

The following provides guidance for the steps to follow when responding to a medical emergency.

1. A medical emergency includes such situations as the following:
  - Trouble breathing or shortness of breath
  - Pain or pressure in the chest or upper abdomen
  - Abnormal pain in the abdomen
  - Fainting or feeling dizzy or weak
  - Visual irregularities
  - Sudden or sharp pain
  - Bleeding that won't stop
  - Severe or ongoing vomiting or diarrhea
  - Coughing or vomiting blood
  - Trouble speaking
  - Confusion or altered mental state
  - Feeling suicidal
  
2. Upon receiving notification of a Medical Emergency, first call 911, then call the EMC and Local Campus Facilities Manager, giving the following information:
  - a) Nature of Medical Emergency
  - b) Exact location (address, floor, and suite number) and name of sick or injured person.
  - c) Report to the Facilities Manager if an ambulance or doctor has been notified. The Local Campus Facilities Manager will make ready the building entrance, or service elevator, if necessary.
  
3. A member of University personnel should stand by the floor where the sick or injured person is located to meet the doctor and/or ambulance attendants at the elevator, and guide them to the sick or injured person.
  
4. First aid should only be performed by personnel if such are trained to do so. The Facilities Manger at each campus has a listing of individuals that have been trained to provide first aid assistance at each campus.
  
5. Following the conclusion of the medical emergency:
  - a. Determine if any special problems or incidents were encountered during the performance of their emergency duties.
  - b. Report the incident on the "Let Us Know" web page. <https://nl.edu/legal/let-us-know/>.

## **ANNEX K**

### **MISSING STUDENT NOTIFICATION**

In the event of a suspicion of a missing student, the following steps should be followed:

- Contact the EMC, Local Campus Facilities Manager and the Director or Assistant Director of Facilities Management.
- Such personnel will immediately call the local police department, as appropriate as well as all members of the ERT.
- The Police Department will guide the situation and University officials should seek to cooperate with the Police Department.
- The Communications Department will report information to the public as appropriate following the guidance in Section 3.I.

## **ANNEX L**

### **PSYCHOLOGICAL CRISIS**

A psychological crisis can occur when an individual threatens harm to self or others, displays dangerous or uncontrollable behavior, exhibits signs of psychiatric illness, or experiences severe drug reactions such as hallucinations or delusions. In the event of a psychological crisis, it is crucial to take the following steps:

1. If the situation is an extreme emergency, call 911 immediately. Refrain from handling the situation alone if you feel it is dangerous. Your safety is essential; running away and calling for help may be best.
2. Notify Campus Facility Staff on duty of the situation. Clearly state that you require immediate assistance and provide your name, exact location, and a brief description of the situation.
3. Please do your best to remain calm and remember that the individual in distress may be reaching out for help in the only way they know how.
4. Refer to Annex M for situations where suicide is being threatened, as well as resources the University has that can help with such situations as they may be occurring.

By assisting, you are not betraying the person but instead offering support. It is best to encourage the individual to seek evaluation voluntarily rather than involving the police. Note that hospitalization can only occur in two ways: voluntarily or involuntarily, through a court order if the individual poses a risk to themselves or others.

## **ANNEX M**

### **SELF-DESTRUCTIVE BEHAVIOR**

In recent years, there has been an increase in suicidal behaviors. For this reason, NLU is dedicated to providing a safe and supportive environment by prioritizing its community's physical, emotional, and psychological well-being.

Our policy identifies self-destructive behaviors, including suicidal ideation, overt intention, planning, minor and major attempts, and completions, which are categorized as follows:

- Level I - **Suicidal Ideation**: persistent thoughts of suicide that may be a precursor to actual suicide.
- Level II - **Overt Intention**: clear indications of suicidal behavior, such as written notes, giving away possessions, or subtle or overt threats, as well as self-destructive acts like repeated accidents or dangerous behavior.
- Level III - **Planning**: formulating a method to end one's life.
- Level IV - **Minor Attempt**: a suicide attempt with a high probability of failure.
- Level V - **Major Attempt**: a suicide attempt with a high probability of death.

**Confidentiality**: All information regarding suicidal behavior must be referred to the appropriate individuals, with confidentiality maintained unless there is an imminent risk to life.

**In the event of suicidal behavior, the following procedures should be followed:**

- Any NLU student who has indicated an overt intention or plan or engaged in a major or minor suicide attempt shall be treated as a medical/psychological emergency. Students expressing suicidal ideation should be referred for counseling through the university or external resources. NLU has interns/licensed counselors who can be reached by calling the following numbers:
  - 312-261-3636
  - 847-947-5656
- Help for suicidal situations can also be obtained by calling the National Suicide Prevention Hotline at 988, or by texting “HELP” to 741-741.
- The University official providing first response on the scene of an overt intent or plan or a minor or major attempt should contact the Campus Facilities Staff on duty, who will assist in making a general assessment of the potential emergency.
- If the conflict has been deemed a medical/psychological emergency, a university official should summon an ambulance and specify that the student be transported to the nearest hospital.
- The student will be evaluated by a medical professional from the hospital, and will be given a written release form indicating resumption or restriction of normal activities when released from the hospital.

- A written letter stating the requirement for re-entry will subsequently be provided to the student by the Office of Student Affairs. The letter will state that the student will be allowed to return to classes once cleared by the student's physician, psychiatrist, or psychologist. The Dean of Students will provide final clearance.
- If the student fails to provide the required medical documentation after proper notification, the Dean of Students should intervene to ensure that the student is withdrawn from class.



## **ANNEX N**

### **Severe Weather/Tornado Warning**

These procedures are to provide basic instructions and guidance to protect students, visitors and staff in the event of any form of severe weather which may directly strike the property and is capable of causing building damage.

#### **Immediate Notifications:**

- Local campus Facilities Managers will notify everyone in the facility to move into the basement or other sheltered areas.
- Special communications systems will be used as described in the communications plan section of this procedure.

The city warning siren will sound if a tornado is sighted. An alarm will be signaled if movement to sheltered areas is necessary and operating staff will direct movement.

#### **Procedures:**

1. All parties present in the building move to interior corridors.
2. Stairwells and elevators are not to be used for shelter in case evacuation is required.
3. Resumption of normal activities is permitted only when building operating staff receive an all-clear signal.

#### **Shelter Areas for the Campus Include:**

1. Lobbies or corridors adjacent to elevator lobbies, if available on all floors. Stairwells and elevators are never to be used as shelter in case emergency personnel need access.
2. Interior corridors of all floors except top level.

#### **Physically Challenged Persons:**

- If possible, assist in moving persons who are physically challenged to the interior of the nearest stairwell (which are designated as safe areas) but away from the suspected fire area.
- Alert the responding personnel (Fire Department and Emergency Response Team) to the fact that someone is in the stairwell.
- Do not move persons with physical disabilities down the stairwell without Police or Fire personnel present to assist.
- When advance arrangements have been made on knowledge of a disabled person in the building, Physical Plant personnel will assist in moving the person to the stairwell.
- When personnel making floor checks observe a disabled person, they will direct efforts to move the person to the stairwell.

## **ANNEX O**

### **UTILITY FAILURE (ELECTRICAL, ELEVATOR, GAS LEAK, PLUMBING)**

Upon identification of any type of utility failure, the first response should be to notify the local Campus Facility Manager who can then assess the situation and call the local authorities and initiate an Evacuation in accordance with Section 3.H. if so required. The following discusses the steps to follow for the various types of emergencies.

#### **Utility Failure**

In the event of a power outage in your area, remain calm and follow these steps:

1. Remain where you are and open all available blinds/shades/curtains to receive outside light.
2. If you are in an unlighted area without windows, go cautiously to an area that has emergency lights or outside light.
3. If telephones are working, call and report the outage to University personnel.
4. If you are in an elevator, stay calm. Use the emergency button to alert University personnel.

#### **Water Line/Sewer Failure**

In the event of a water line/sewer failure, remain calm and follow these steps:

1. Notify University personnel. Advise them of the severity and location of the problem. Indicate if any objects are in imminent danger.
2. Use extreme caution if any electrical appliances/outlets are near the water. **Stop using all electrical equipment.**
3. If the source of the water is known and you are confident you can stop it safely, do so cautiously.
4. Assist with protecting objects from water damage by removing them from the area.
5. If directed to evacuate, follow the same directions for a building evacuation.

#### **Gas Line Rupture**

In the event of a gas line rupture/ or aroma of gas in a building, remain calm and follow these steps:

1. Evacuate the building immediately! Ask others to follow you on the way out. DO NOT call anyone. DO NOT switch on/off the lights. DO NOT shut down any electrical equipment. Electrical arcing can trigger an explosion.
2. Once outside the building, immediately contact University personnel. Give them information concerning the location and the smell.
3. Remain at a safe distance from the building, including windows.
4. Do not enter the building until University personnel or Gas Company declares the building safe for reentry.

As the above procedures are being followed, evacuation procedures as outlined in Section 3.H. should be followed.

## **ANNEX P**

### **DISASTER RECOVERY**

These procedures provide basic instructions and guidance to assure that the University can immediately begin activities to recover from catastrophic failures in a timely and cost-effective manner to continue service to students, visitors and staff in the event of any catastrophic building or property failure that results in the inability to utilize the property until further notice.

#### **Immediate Notifications:**

- Physical Plant and Public Safety Personnel will begin to assess, with the assistance of insurance providers, local authorities, and specific experts:
  - The status and safety of the building structure
  - Immediate actions that are required for security and safety
  - Options for short-term restoration, if any
  - Solicitation of bids and quotes for design, demolition, renovation, and other activities required for restoration
- Special communication systems will be used as determined by the LITS department.
- Operations Personnel will begin making arrangements for replacement space for offices, classroom use, support services, and office space in accordance with pre-planned procedures as described below.
- LITS Personnel will begin making pre-planned arrangements for infra-structure support on a temporary basis and initiate activity and planning for permanent recovery if needed.
- Communications will begin preparing news release information for distribution to media, press, personnel, and students, and will develop continuing update formats for the same purpose.

#### **Insurance Types, Relationships**

The University maintains significant insurance relationships with a group of providers based on the type of insurance. Property Liability, Workers Compensation and Property Damage Insurance policies are maintained at levels comparable to book value and in accordance with applicable legal guidelines. These policies are arranged through a brokerage firm and reviewed annually for any adjustments required. The University also participates in annual reviews of plant and safety operations with the insurance providers, as one form of risk management.

## **ANNEX Q**

### **COMMUNICABLE ILLNESS/PANDEMIC OUTBREAK**

Upon learning that a member of the University community has contracted a severe communicable disease, or wide-reaching food borne illness, the University will inform local Public Health officials and comply with any corresponding directives from those Health offices. The Incident Commander in conjunction with the Executive Emergency Response Team will have absolute authority over the campus in the event of a communicable illness outbreak.

The Director of Public Safety will be responsible for all security related issues and report directly to the Incident Commander during a communicable illness outbreak. If an order is given to evacuate the campus, the Director of Public Safety will have authority over the campus evacuation activities.

The VP of Student Affairs will be responsible for managing the health facet of the communicable illness response plan. They will be in charge of providing timely ongoing safety and health information to the Incident Commander. The VP of Student Affairs will work with the city and state authorities and develop education and training materials for use by staff and students.

Timely and accurate communication with the campus population during a communicable illness/pandemic outbreak is critical.

The University community will be alerted through the e-mail systems as described in Communication Annex X.X. The AVP, Special Advisor or his/her designee is responsible for coordinating all emergency communications.

For Managers;

If you are informed that an employee has a communicable illness, please notify the Director of Security at 312-261-3429.

For Resident Hall Students;

Typically, the VP of Student Affairs will inform the Department of Housing and Services and Residential Life when they have received information regarding a resident that may be a public health concern.

When a Housing and Residential Life staff member learns of a student potentially infected with a contagious disease, the staff member will follow their approved University and/or departmental protocol. The Department of Housing and Residential Life will then communicate with others in their areas of the University, to include the VP of Student Affairs, Facility Operations, Student Centers, Public Safety, etc.

The most ideal scenario for a resident who has been infected with a contagious disease is for the resident to return to his/her primary off-campus residence or assume residence off campus for an appropriate period of time, if possible. If returning to a primarily on-campus residence or assuming residence off-campus is not an option, the resident(s) or roommates

of contagious residents could be temporarily housed for the duration of the contagious period. Only residents with the same illness will be housed together in the isolated housing space. There are a very limited number of vacant spaces on campus that can be used to house students who are ill and if the number of contagious students is higher than the number of spaces available, other housing provisions will need to be considered. The University will follow the recommendations of the Centers for Disease Control and Prevention whenever possible. For less severe contagious disease cases, the University is recommending self-isolation. Many spaces on campus already have a private or semi-private bathroom and as a result, a student staying in their own room until they are symptom free might be the best option. Potential alternate housing options may also exist for seemingly healthy students who may want to be relocated away from a contagious roommate for a short period of time.

Other plans to isolate contagious persons will be enacted based on factors including the number of other cases of contagious persons with the same disease and recommendations or orders from local public health officials.

House and Residential Life will partner with Student Center to provide meals and fluids to students who have reported their contagious disease. The Department of Housing and Residential Life and Facility Operations will work with any displaced residents to thoroughly clean and sanitize their living quarters when necessary.

## **ANNEX R**

### **ELEVATOR EMERGENCY**

When an emergency alarm from an elevator is sounded, the following procedures shall be followed. The Public Safety dispatcher shall determine which car is in trouble, and it's building/floor location. By way of the intercom systems (if elevator is equipped with one), and/or in person by Public Safety personnel, contact the car, and ask if passengers are all right, and if the emergency buttons are in the "out" or "off" position.

The passengers should be informed that service is on they way. If the car remains stalled, the passengers should be advised:

- Not to Panic;
- That emergency elevator service has been called;
- Not to attempt to open the doors;
- To stay clear of the doors; and
- Not to exit until told to do so

Facilities Operations Office personnel should be contacted so they can assist as necessary. The Facilities engineer on duty should be dispatched and informed that a car is down with passengers trapped. If the engineer cannot immediately resolve the situation, a request for service should then be made to the Elevator Company for that building. Facilities Operations Office personnel know who this company is for each building.

If service response time is to exceed 30 minutes, the Fire Department should be called to report the entrapment and to let them advise as to next steps.

## **ANNEX S**

### **EMERGENCY SCHOOL CLOSURE**

The decision to cancel classes or close the offices of the entire University due to inclement weather (or any other reason) is the responsibility of the President of the University.

The entire University or any campus should be considered for closure when 1) there is significant physical threat of injury or harm to employees and/or students; 2) there is widespread inaccessibility or malfunctioning of transportation systems; 3) the local authorities advise businesses to cease operations; or 4) a physical disaster has occurred and the buildings are uninhabitable. The President should consider for each campus whether classes should be cancelled and whether business operations should close. The decision to close the University or any campus will be made for a period of one business day unless there is physical destruction of a building. Each day a new decision will be made regarding the need to remain closed.

In the event of a closure, the following notifications will be made:

- A voice mail and text message will be sent to all phone numbers registered with the University for emergency notifications
- A posting will be made on the Emergency Closing Center (<http://www.emergencyclosingcenter.com>), communal service of information used by local television and radio stations.
- A posting will be made on the home page of the University's web site as well as on the Safety Page of the website.

## **ANNEX T**

### **HOSTAGE SITUATION**

In the event of a hostage situation, University personnel shall call 9-1-1 when safe to do so, provide all available details and then contact Public Safety. Public Safety will then coordinate with and take direction from local authorities.



## **ANNEX U**

### **TREATS OF VIOLENCE**

The University strives to maintain an environment free from intimidation, threats (direct or implied) or violent acts. The University will not tolerate intimidating, threatening or hostile behavior of any kind. This includes threats, physical abuse, stalking, vandalism, arson, sabotage, possession or use of weapons of any kind on University property, or any other act that is dangerous in the workplace. Any object, regardless of its nature, is considered to be a weapon when used in a threatening or violent manner.

#### **Emergency:**

If a threat seems imminent or if violent behavior is in progress, 9-1-1 should be called immediately for police assistance.

#### **Non-Emergency**

Upon learning of a threat of violence, faculty and staff should notify their manager, Vice President or Dean, Public Safety and/or Human Resources as soon as possible, and provide assistance with the investigation as necessary. Incidents may be reported anonymously if a victim feels that it is in his/her best interest to do so.

Employees who believe that they have been subject to any of the behaviors listed above or who observe or have knowledge of a violation of the Human Resource policies and procedures shall immediately report the incident to their manager, Vice President or Dean and to Public Safety and/or Human Resources. Complaints will be promptly investigated. When the results of an investigation indicate the necessity to so, disciplinary action up to and including discharge of individuals engaging in intimidating, threatening or hostile behavior will be taken.

Public Safety will work with Human Resources as well as outside police agencies, as necessary, to investigate complaints or incidents and initiate appropriate follow-up action.

## **ANNEX V**

### **SEXUAL AND RELATIONSHIP VIOLENCE**

National Louis University is committed to maintaining a learning environment for all students that supports educational advancement on the basis of academic performance. Sexual misconduct and relationship violence are not tolerated at National Louis University.

The University will respond to complaints, reports or information about incidents of sexual misconduct and relationship violence by stopping the prohibited conduct, eliminating hostile environments, taking steps to prevent the recurrence of prohibited conduct, and addressing its effects on campus or in any University programs and activities.

The purpose of this policy is to define prohibited conduct and describe the process for reporting violations of the policy, investigating alleged violations of policy, and identifying resources available to students who are involved in an incident of sexual misconduct or relationship violence.

Individuals of any sex, sexual orientation, or gender identity may experience sexual or relationship violence. There is nothing a person can do to deserve or provoke sexual or relationship violence.

Reports of sexual and relationship violence should be made to NLU's Title IX Coordinator, by submitting a Let Us Know report <https://nl.edu/legal/let-us-know/>. Questions can be referred to the Title IX Coordinator located in the Dean of Students Office or by emailing [titleix@nl.edu](mailto:titleix@nl.edu).

If the matter is an emergency, the report should be also made to the University Security office – 312-261-3333 followed by a report through the NLU “Let Us Know” page. <https://nl.edu/legal/let-us-know/>

#### **Scope of NLU's Sexual Misconduct & Relationship Violence Policy**

This policy also confirms NLU's obligation to provide involved parties with concise information, written in plain language, concerning rights and options upon receiving a report of an alleged violation of this policy. A copy of NLU's University's notification of rights and options can be obtained by contacting the Title IX Coordinator or on [nl.edu/sexualrespectandTitleIX](https://nl.edu/sexualrespectandTitleIX)

This policy applies to all members of the University community - faculty, staff, and students – regardless of gender, sexual orientation, or gender identity. Members of the University community shall not engage in sexual misconduct or relationship violence. Persons who do so are subject to disciplinary action, up to and including discharge for employees and dismissal for students. The University also prohibits sexual misconduct by third parties.

This policy applies to all forms of sexual misconduct and relationship violence committed by or against any member of the campus community when:

- The conduct occurs on campus;
- The conduct occurs off-campus in the context of University programs or activities, including but not limited to, graduate/professional programs, University- affiliated programs or events; and/or University housing.

### **Sex Discrimination**

Title IX of the Educational Amendments of 1972 prohibits sex discrimination at institutions of higher education. The University prohibits gender discrimination in any of its programs or activities. Sexual harassment, sexual assault and other kinds of sexual violence, are forms of sex discrimination. This policy and its related procedures apply to complaints alleging all forms of sex discrimination (including sexual harassment, sexual assault, and sexual violence). For the purposes of this policy, references to sexual misconduct include sexual and gender-based harassment, assault, and violence, including relationship violence.

### **Faculty and Staff Reporting Obligations**

If any member of the NLU faculty or staff learns of sexual misconduct prohibited by this policy, they are obligated to immediately report that information to the Title IX Coordinator. Employees who receive information about sexual misconduct in a confidential relationship as defined in this policy, including Confidential Advisors and employees authorized to receive confidential disclosures, are not subject to this reporting obligation.

### **Definitions**

Sexual and relationship violence is defined at NLU as follows:

#### **Relationship Violence and Sexual Misconduct**

“Relationship violence” and “sexual misconduct” are broad terms that encompass sexual harassment, sexual violence, domestic violence, dating violence, and stalking. Definitions for each of these terms are provided below.

#### **Sexual Harassment**

Sexual Harassment refers to conduct on the basis of sex that satisfies one or more of the following:

- (1) An employee conditioning the provision of aid, benefit, or service in exchange for an individual’s participation in unwelcome sexual conduct
- (2) Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to an educational program or activity; or
- (3) Sexual assault, dating violence, domestic violence or stalking as defined below.

#### **Dating Violence**

The term “dating violence” means violence committed by a person – (1) who is or has been in a social relationship of a romantic or intimate nature with the victim; and (2) where the existence of such a relationship shall be determined based on the following factors:

1. The length of the relationship

2. The type of relationship
3. The frequency of interaction between persons involved in the relationship.

### **Domestic Violence**

The term “domestic violence” includes felony or misdemeanor crimes of violence committed by a current or former partner of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person’s acts under the domestic or family violence laws of the jurisdiction.

### **Stalking**

The term “stalking” means engaging in a course of conduct directed at a specific person that would cause a reasonable person to – (1) fear for their safety or the safety of others; or (2) suffer substantial emotional distress.

### **Sexual Assault**

Refers to an offense that is classified as either forcible or non-forcible sex offenses under the uniform reporting system of the FBI. Expanded definitions can be found below.

#### **Sex Offenses: Forcible**

Any sexual act directed against another person, forcibly or against that person’s will; or not forcibly or against the person’s will where the victim is incapable of giving consent.

*Forcible Rape* is the carnal knowledge of a person, forcibly and/or against that person’s will; or where the victim is incapable of giving consent because of their temporary or permanent mental or physical incapacity (or because of their youth).

*Forcible Sodomy* is oral or anal sexual intercourse with another person, forcibly or against that person’s will or where the victim is incapable of giving consent because of their youth or because of their temporary or permanent mental or physical incapacity.

*Sexual Assault with an Object* is the use of an object or instrument to unlawfully penetrate, however slightly, the genital or anal opening of the body of another person, forcibly or against that person’s will; or where the victim is incapable of giving consent because of their youth or because of his/her temporary or permanent mental or physical incapacity.

*Forcible Fondling* is the touching of the private body parts of another person for the purpose of sexual gratification, forcibly and/or against the person’s will or where the victim is incapable of giving consent because of their youth or his/her temporary or permanent mental incapacity.

#### **Sex Offenses: Non-forcible**

Unlawful, non-forcible sexual intercourse

*Incest* is non-forcible sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.

*Statutory Rape* is non-forcible sexual intercourse with a person who is under the statutory age of consent.

### **Retaliation**

Persons who report sexual misconduct or relationship violence, file a complaint or participate in the University's investigation and handling of such reports or complaints, shall not be subject to retaliation (including retaliatory harassment) for reporting or participating, even if the University finds that the policy was not violated using the preponderance of the evidence standard.

Retaliation is defined as an adverse action or adverse treatment against an individual involved in an investigation by an individual who knew of the individual's participation in the investigation.

No one may intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title IX because an individual has made a report or complaint, testified, assisted, participated or refused to participate in any manner in an investigation, proceeding, or hearing under this part.

If a complainant or witness believes that they are being subjected to retaliation (including retaliatory harassment), they should promptly contact the Title IX Coordinator. The University will take strong responsive action if retaliation occurs.

Individuals who engage in retaliation in violation of this policy are subject to the full range of sanctions that can be imposed against them under applicable policies, including termination of employment or administrative withdrawal from the University.

### **Consent**

Consent means the voluntary, willful, unambiguous and freely given agreement to engage in a specific sexual activity during a sexual encounter. Consent cannot be given by someone who is:

- Under 18 years of age;
- Sleeping or unconscious;
- Unconscious, unaware, or otherwise mentally or physically incapacitated due to the use of drugs or alcohol ("incapacitated");
- Unable to understand the nature of the sexual activity due to a mental disability or condition ("mentally incapable"); or
- Under duress, threat, deception, coercion, misuse of professional authority/status, or force.

Consent must be clear and communicated by mutually understandable words or actions. Silence, passivity, or the absence of physical or verbal resistance, (for example, the absence of a verbal "no" or "stop") does not constitute consent, and relying solely on non-verbal communications may result in a violation of this policy. A person's manner of dress does not constitute consent. It is important not to make assumptions when determining

consent. If confusion or ambiguity arises during a sexual interaction, it is essential that each participant stops and verbally clarifies the other's willingness to continue. Prior consent does not imply current consent or future consent; even in the context of a prior or current relationship, consent must be sought and freely given for each instance of sexual contact.

Consent to any one form of sexual activity does not constitute consent to other forms of sexual activity. Consent can be withdrawn at any time during a sexual encounter. Consent to engage in sexual activity with one person does not imply consent to engage in sexual activity with another.

### **Incapacitation**

Incapacitation is a state where an individual cannot consent to make an informed and rational decision to engage in sexual activity because the individual lacks conscious knowledge of the nature of the act (e.g., to understand the "who, what, where, when, why or how" of the sexual interaction) and/or is physically helpless. An individual is also considered incapacitated, and therefore unable to give consent, when asleep, unconscious, or otherwise unaware that sexual activity is occurring.

Incapacitation may result from the use of alcohol and/or other drugs. Consumption of alcohol or other drugs, inebriation or intoxication are insufficient to establish incapacitation. The impact of alcohol and drugs varies from person to person, and evaluating incapacitation requires an assessment of how the consumption of alcohol and/or drugs impacts an individual's:

- Decision making ability;
- Awareness of consequences;
- Ability to make informed judgments; or
- Capacity to appreciate the nature and circumstances of the act.

Evaluating incapacitation also requires an assessment of whether a respondent knew or should have known that the complainant was incapacitated when viewed from the position of a sober, reasonable person.

In general, sexual contact while under the influence of alcohol or other drugs poses a risk to all parties. Alcohol and drugs impair a person's decision-making capacity, awareness of the consequences, and ability to make informed judgments. It is especially important, therefore, that anyone engaging in sexual activity be aware of the other person's level of intoxication. If there is any doubt as to the level or extent of the other person's intoxication or impairment, the prudent course of action is to forgo or cease any sexual contact or activity.

Signs of incapacitation may include:

- Slurred speech
- Smell of alcohol on breath
- Inability to focus
- Shaky balance
- Bloodshot eyes
- Clumsiness
- Confusion
- Stumbling or falling down

- Vomiting
- Difficulty concentrating
- Outrageous or unusual behavior
- Poor judgment
- Combativeness or emotional volatility
- Unconsciousness

Being intoxicated or impaired by drugs or alcohol is never an excuse for misconduct and does not diminish one's responsibility to obtain consent.

### **Reporting**

Federal and state laws, including Title IX, VAWA, and the federal civil rights law that prohibits sex discrimination in education, require that University employees, including faculty, respond with specific steps when an individual discloses issues related to sexual or relationship violence. These steps are detailed below.

If a student or another faculty or staff member discloses to you that they:

- Have experienced sexual or relationship violence
- Have witness or learned about sexual or relationship violence
- Are facing potential consequences in, or are otherwise involve in, an issue related to sexual or relationship violence.

Follow these steps:

1. **DISCLOSE YOUR ROLE.** As soon as the individual appears to be disclosing an issue related to sexual or relationship violence, inform the individual of your obligation to report any information shared. If the individual wishes to speak to someone confidentially, offer to connect the individual with a confidential reporting resource. The Counseling & Wellness Center is the designated confidential reporting resource for students and employees.
2. **CARE.** Ensure that the person is safe. Show empathy. Give non-judgmental support.
3. **CONNECT.** Connect the person with resources. Provide the individual with
4. **REPORT.** Regardless of whether the individual will report the incident, you are required, as a university employee and mandated reporter, to promptly report the incident to NLU's Title IX Coordinator by submitting a Let Us Know report <https://nl.edu/legal/let-us-know/>. For additional questions email [titleix@nl.edu](mailto:titleix@nl.edu)

More information about these other reporting responsibilities can be found in the Crime Reporting and Clery Act Compliance policy or on the NLU Safety Website: <https://nl.edu/campus-safety/>

## **APPENDIX I – LOCAL AUTHORITY INFORMATION**

The following documents the local hospitals and authorities at each campus location

### **Chicago**

Northwestern Memorial Hospital  
(312) 926-2000  
251 East Huron Street  
Chicago, IL 60611-2908

Rush University Medical Center  
(312) 942-5000  
1653 West Congress Parkway  
Chicago, IL 60612-3833

Mercy Hospital and Med Center  
(312) 567-2000  
2525 South Michigan Avenue  
Chicago, IL 60616-2477

Univ of IL Med Ctr at Chicago  
(312) 996-7000  
1740 West Taylor Street  
Chicago, IL 60612-7236

Children's Memorial Hospital  
(773) 880-4000  
2300 Children's Plaza  
Chicago, IL 60614-3394

Fire Department: (312) 746-5841  
Police Department: (312) 745-4290

### **Lisle**

Edward Hospital  
(630) 355-0450  
801 S Washington St  
Naperville, IL 60540

Advocate Good Samaritan Hospital  
(630) 275-5900  
3815 Highland Ave  
Downers Grove, IL 60515

Central DuPage Hospital  
(630) 653-4000  
27W350 High Lake Rd  
Winfield, IL 60190

Fire Department: (630) 968-2161  
Police Department: (630) 968-2171

### **Wheeling**

Northwest Community Hospital  
(847) 618-3463  
125 East Lake Cook Road  
Buffalo Grove, IL 60089

Northwest Community Healthcare  
(847) 618-1000  
800 West Central Road  
Arlington Heights, IL 60005

Fire Department: (847) 459-2662  
Police Department: (847) 459-2632

### **Tampa**

Tampa General Hospital Contact Information  
(866) 844-1411 (Toll-Free)  
(813) 844-7000  
1 Tampa General Circle  
Tampa, FL 33606-3571

Tampa Fire Department: (813) 231-6130  
Tampa Police Department:  
(813) 274-7011



## APPENDIX II –INITIAL EMERGENCY REPORT

After an emergency occurs, the following information is a summary of what should be collected in response and documented with respect to an emergency or potential issue that may arise at the University. Copies of this should be submitted to the VP-Finance.

1. Date and time of report (24-Hour Clock): \_\_\_\_\_

2. What happened and who was involved?

\_\_\_\_\_  
\_\_\_\_\_

3. When: \_\_\_\_\_

4. Where:

\_\_\_\_\_

5. Extent of damage or loss, best information available:

\_\_\_\_\_  
\_\_\_\_\_

6. Best estimate of injured, names of individuals affected, where were they taken, etc: \_\_\_\_\_

\_\_\_\_\_

7. Type and extent of assistance required/who responded, etc. (including police, fire, ambulance, etc. The beat numbers and ambulance, fire truck numbers, etc. should also be recorded)

\_\_\_\_\_  
\_\_\_\_\_

8. Additional pertinent remarks:

\_\_\_\_\_

9. Name of official making report: \_\_\_\_\_

Title: \_\_\_\_\_

Location: \_\_\_\_\_

Phone(s): \_\_\_\_\_

Email (if available): \_\_\_\_\_

10. Point of contact's name (if different): \_\_\_\_\_

Title: \_\_\_\_\_

Location: \_\_\_\_\_

Phone(s): \_\_\_\_\_

Email (if available): \_\_\_\_\_

The following information should be gathered from an individual for which service is provided by the Emergency Response Team.

**Threat Assessment and Management Team  
Feedback and Evaluation Form**

This memo is a request for feedback about your recent contact with the Threat Assessment & Management Team. The Team is committed to enhancing the safety and well-being of the campus community. The Team operates to ensure that the institution responds in a coordinated, timely and effective manner in enhancing community safety.

As part of continuously evaluating and improving the services provided by the Team, we ask for your feedback regarding your experience.

**Your Classification:**    Faculty    Staff    Student    Other

**Prior to this situation, I was aware of the existence and purpose of the Threat Assessment & Management Team:**    Yes    No

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly Agree</b>
<b>Team members were committed to enhancing the safety of my situation.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Team members responded in a timely manner to my initial concerns.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Team’s purpose and operation were clear to me.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Team efforts contributed to decreased concerns about the situation.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Team members maintained a fair and objective approach to the situation.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>I am satisfied regarding my involvement with the Team.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What was the most valuable resource or response from the Team?**

**Aside from the immediate response from the Team, was there any other positive impact to the work climate that resulted?**

**Were you comfortable and able to describe your concerns for the group?**

**Do you have suggestions about how the Team can be more effective in responding to situations like these?**