

ROOSEVELT UNIVERSITY

Crisis Response Plan

I.) Introduction

Roosevelt University has developed this plan to provide guidance in a variety of crisis situations. All members of the University community must be familiar with the activation process.

NOTE: During any crisis situation, the safety and welfare of building occupants will take precedence over physical assets.

II.) Scope

This plan applies to the buildings and grounds that comprise Roosevelt University campuses. However, we recognize that local, national or world events could also affect Roosevelt University. In addition, off-campus incidents, involving Roosevelt University students, faculty or staff, may also result in activation of the plan.

The Crisis Response Plan is intended to serve as an administrative guideline. Some departments within the University may also develop and maintain their own unit specific plans provided that they are consistent with this plan and approved prior to final adoption by the President.

It will be the responsibility of the Assistant Vice President for Campus Safety and Transportation (AVP - CST) to review and recertify the Roosevelt University and department specific Crisis Response plans on an annual basis.

III.) Purpose

The overall purpose of this plan is to prevent, or minimize, the impact of a crisis on the University and to maximize the effectiveness of the University in responding to and recovering from crisis.

Specifically, the Crisis Response Plan is designed to accomplish the following:

- Formalize policies and procedures to be followed in crisis situations
- Prepare for the safe evacuation of buildings and/or premises.
- Prepare for the shutdown or loss of equipment and/or utilities

- Organize and train staff to respond effectively in a crisis situation
- Provide for the rapid recovery of normal University business functions

IV.) Activating the Plan

The President, the Executive Vice President/Provost or, in their absence, the Senior Vice President for Finance and Operations, shall be the designated authority for activating the Crisis Response Plan.

Their duties may involve some or all of the following:

- Assess the emergency
- Provide immediate and appropriate response
- Determine operating status of the University
- Activate the Crisis Command Center and/or Press Conference Room
- Notify the President of the University and key personnel of the situation
- Once the plan is activated the key personnel shall meet as needed but not less than once per day

V.) Levels of Response

- 1) **Disaster:** Any event that seriously disrupts or halts University operations. In a disaster, casualties and/or severe property damage are sustained. These require outside resources to effectively control the situation and restore the University's ability to function normally. The designated authority will activate the Crisis Response Command Center and the Press Conference Room at a designated location.
- 2) **Major Emergency:** Any incident that affects an entire building and disrupts the overall operations of the University. Examples are a serious fire or major outage for which outside emergency services and/or major efforts from the University support service areas are required. The designated authority will activate the plan. Depending on the severity of the emergency, the Crisis Response Command Center and/or the Press Conference Room may be activated.
- 3) **Minor Emergency:** Any incident that does not seriously affect the overall functioning of the University such as a minor fire, minor plumbing problem, or a number of inoperative elevators.

The designated authority shall be advised of the situation and be prepared to take action should the situation worsen.

VI.) Crisis Response Command Center

1. Locations:

- Auditorium Building, Room 818
- Gage Building, University College
- Robin Campus, Executive Office, Room 130
- Herman Crown Center, Room 310

2. Key Personnel

- Auditorium Building/Herman Crown Center
 - President
 - Executive Vice President/Provost
 - Senior Vice President, Finance and Operations
 - Senior Director, Public Relations
 - Associate Vice President for Student Services
 - Assistant Vice President for Campus Safety and Transportation
 - Assistant Vice President for Administrative Services
 - Vice President and Chief Information Officer
 - Director of Physical Resources
 - Chief Engineer
 - Auditorium Theatre, Executive Director
 - Director of Residence Life
- Robin Campus
 - Executive Vice President/Provost
 - Vice President, Dean, Robin Campus
 - Senior Vice President, Finance and Operations
 - Vice President and Dean of the A.A. Robin Campus
 - Senior Director, Public Relations
 - Associate Vice President for Student Services
 - Assistant Vice President for Campus Safety and Transportation
 - Assistant Vice President for Administrative Services
 - Facilities Manager
 - Chief Engineer
 - Director, Bright Horizons (As Needed)
- Gage Building
 - President
 - Executive Vice President/Provost
 - Senior Vice President, Finance and Operations
 - Senior Director, Public Relations
 - Associate Vice President for Student Services

- Assistant Vice President for Campus Safety and Transportation
- Assistant Vice President for Administrative Services
- Vice President and Chief Information Officer
- Director of Physical Resources
- Owner’s Building Manager (As Needed)
- Owner’s Chief Engineer

3. Equipment

- Telephone Contact List
- Computers with printers
- Fax Machine
- Both in-house and cell phones
- Television/Radio
- Portable Radios

VII.) Press Conference Room

1. Locations:

- Auditorium Building, Sullivan Room
- Gage Building, Room 106
- Robin Campus, Tucker Family Board Room
- Herman Crown Center, first floor Lobby

2. Key Personnel:

- Auditorium Building
 - Senior Director, Public Relations
 - Associate Director, Public Relations
- Robin Campus
 - Senior Director, Public Relations
 - Director of External Relations
 - Associate Director, Public Relations
- Gage Building
 - Senior Director, Public Relations
 - Associate Director, Public Relations

3. Equipment:

- Podium
- Microphone/Sound System

4. Press Release:
 - Press releases will be issued as needed but no less than one a day
5. Notification to Board of Trustees

VIII.) Potential Emergencies

- 1) Severe Weather/Natural Disaster
 - Snow/Blizzard
 - Tornado
 - Earthquake
 - Flood

At the direction of the designated authority, the Senior Director, Public Relations notifies the local media outlets of the operating status of the University. This information is also posted on the University's website and phone message.

- 2) Disruption to building services
 - Power outage
 - Water main break
 - Building access denied/obstructed
 - Elevator failure

Based on the information received from the Engineering Department the designated authority may activate the Crisis Response Plan. Serious disruptions or those which impact life safety issues may affect the operating status of the University. If this occurs, the Senior Director, Public Relations, will be notified.

- 3) Civil Disturbances/Demonstrations

Information received from state, local, or federal agencies regarding possible civil disturbances/demonstrations will be passed on to the designated authority office for evaluation. Also, the designated authority office will be notified in the event of an unanticipated civil disturbance/demonstration taking place in the vicinity of the University. These actions may result in the closing of some or all of the University entrances. If so, Campus Safety officers will be posted to direct building occupants to alternate exits. The designated authority may choose to activate the Crisis Response Plan.

4) Fire

The Crisis Response Plan shall not prevent any building occupant from following the established fire alarm response plan, which involves total evacuation. It is expected that an incident involving major fire or smoke could lead to activation of the Crisis Response Plan.

5) Bomb Threat

Any person receiving a bomb threat, or discovering a potential bomb, will notify the Campus Safety desk. The Campus Safety officer receiving the call will immediately notify "911" and the designated authority of the incident. Areas will only be evacuated at the direction of the designated authority or at the request of police or fire officials. The individual receiving the call will fill out the "Bomb Threat Report Form" which will be kept inside the Roosevelt University telephone directory.

6) Infectious Disease Outbreak/Pandemic

Any individual having information about a potential infectious disease incident or exposure shall immediately contact the Assistant Vice President for Campus Safety and Transportation, cell phone (630) –768-8719 who will advise the designated authority. **IF A BONA FIDE EMERGENCY EXISTS, CALL 911 AND REPORT IT.** The designated authority shall conduct an investigation to determine the appropriate action to take.

7) Serious Criminal Activity

- Hostage Situation
- Sexual Assault
- Other violence

Any criminal activity should be immediately reported to "911" and the Campus Safety department. The security department will then contact the Assistant Vice President for Campus Safety and Transportation who will determine who needs to be contacted. It may also be necessary to contact the Senior Director, Public Relations.

8) Psychological Crisis

- Involving Potential Risk/Harm to Self or Others

A psychological crisis exists when an individual is threatening harm to himself/herself, or to others, or is out of touch with reality for any reason. **Any potentially dangerous situation should be reported to “911”.** The Director of Campus Security and Safety should be contacted to determine the appropriate notifications.

9) External Disaster

Any external incident, that could involve the University, shall be reported to the designated authority who will evaluate its potential impact and take the appropriate action. It is possible that some, or all, of the Crisis Response Plan may be activated. Also, an off-site incident, involving members of the Roosevelt community, may require notification to the designated authority.

IX.) **Notifications:**

It will be the responsibility of the following individuals to contact the families of members of the University Community affected by a crisis.

- Residents of the Herman Crown Center (HCC) and the University Center (UC). The Director of Residence Life will make the appropriate notifications
- Students, other than those residing in the HCC or the UC. The Associate Vice President for Student Services will be responsible for making the notifications.
- Staff, including members of the faculty. The Interim Director for Human Resources will be responsible for making the notifications.
- As soon as is reasonable. The designated authority or the Command Center will notify the Executive Council and key members of the Board of Trustees.

X.) **Training and Development**

Roosevelt University will conduct a minimum of two (2) Fire/Evacuation Drills per building per academic year. A substantial number of these drills will be held on nights/weekends. Whenever possible drills will be conducted with the assistance of the appropriate police or fire department having jurisdiction over the campus involved. All members of the University community who are present on the affected campus at the time of the drill will be required to participate.

Annually, the University will offer in-service training on Life Safety topics. These in-services are open to any member of the University community and all are expected to attend. Any unit of the University that request's individualized, or specialized training should contact the Assistant Vice President for Campus Safety and Transportation.

XI.) Recovery Procedures

- Accounting for building occupants
- Status of Situation—Once the plan has been activated only the designated authority may declare the crisis over.
- Incident Investigation
 - The designated authority shall appoint a team to conduct a “Root Cause Analysis” of the incident.
- Damage Assessment
- Clean-Up and Restoration
- Claims Management
 - See attached Business Continuity and Recovery Plan

Approved: July 10, 2003
Revised: August 2, 2004
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BOMB THREAT REPORT FORM

THREATENING TELEPHONE

CALL

Time call was received _____

Exact words of person making call:

DESCRIPTION OF CALLER'S

VOICE

Male: _____ Female: _____

Young: _____ Middle Aged _____

Old _____

Tone of Voice: _____

Accent: _____

Background Noise: _____

Is voice familiar? _____

If so, who did it sound like?

QUESTIONS TO ASK:

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What kind of a bomb is it?

4. What does it look like?

5. Why did you place the bomb?

PERSON RECEIVING / MONITORING

CALL: _____

Department Telephone

Number: _____

Home

Address: _____

Remarks: _____

