



**Illinois College of  
Optometry  
&  
Illinois Eye Institute**

**Emergency/Disaster  
and  
Recovery Plan**

Revised November 2015

## **Purpose**

In the event of a disaster or other event that affects the Illinois College of Optometry (ICO) and Illinois Eye Institute's (IEI) ability to operate, this document will serve as a general guide to facilitate continued operation or the resumption of operation. This guide is not intended to be adhered to strictly as the exact nature or circumstances of every situation cannot be predicted. Nor is the purpose of this document to reflect all of the risk management activities that occur throughout the institution such as fire suppression systems, vaccinations, medication coverage, etc.

An institution's initial response to an extreme circumstance can dictate the ultimate outcome or the length of time required to recover. More importantly, ICO's response to an emergency situation should reflect our values and should influence our ability to continue to carry out our mission.

## **Definition of an Emergency/Disaster**

The basic emergency procedures outlined in this guide are to enhance the protection of lives and property through effective use of ICO and community resources. Whenever an emergency affecting the campus reaches proportions *that cannot be handled by routine measures*, the President, or his designee may declare a state of emergency, and the contingency guidelines may be implemented. There are three general types of emergencies that may result in the implementation of this plan: (1) large-scale disorder and; (2) large-scale natural/human-made disaster such as an intentional act of violence or (3) wide-spread illness. Since an emergency may be sudden and without warning or with little warning, these procedures are designed to be flexible in order to accommodate contingencies of various magnitudes.

***Individual Emergency:*** Any actual incident that involves just one or perhaps two or three individuals and that will not affect the overall functional capacity of the institution. Such emergencies may include injuries to a student or employee, hospitalization resulting from illness of a student, missing student, or sexual assault. Report immediately to the Security Department (x7633).

***Collective Emergency:*** Any incident, potential or actual, which affects entire building or buildings or people, and which will disrupt the overall operations of the institution. Outside emergency services may be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the administration during times of crisis. Report immediately to Security Department (x7633). In most cases of collective emergency the *Immediate Response Team* will be activated, and the appropriate support and operational plans will be executed.

***Disaster:*** Any event or occurrence that has taken place and has seriously impaired or halted the operations of ICO/IEI. In some cases, mass personal injuries and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, the *Immediate Response Team*

will be activated, and the appropriate support and operational plans will be executed.

### **Objectives of Planning for Emergency Situations**

The basic goals of this plan are, in order of priority:

- Safeguarding the safety of our students, patients, visitors and employees,
- minimize damage to the facilities,
- to have effective and coordinated communications, and
- continued operation of the academic and patient care program.

If it is not possible to immediately resume normal operations, then the goals (in addition to the previous goals) are, in order:

- communicate effectively with employees, students and patients,
- resume the academic program,
- provide urgent eye care services to patients, and
- resume the patient care program.

In the event of a community-wide situation, the goals are, in order:

- safeguarding the safety of our students, patients, visitors and employees,
- to provide urgent eye care services as needed, and
- resume our academic and patient care programs as soon as possible.

# Emergency Response Plan

## Immediate Response Team and Action Offices

The ICO Immediate Response Team will gather, in person or electronically as possible, to provide updated information and assistance to one another, and to coordinate responses to emergencies involving more than one individual or natural disasters.

The Command Center for emergencies shall be the **Security Office**.

If this site is inaccessible, the Command Center will be the **Residential Complex**.

Emergency Directors	Vice President for Administration <b>IEI Executive Director</b> Chief of Security
Emergency Coordinator	Senior Director of Compliance/Quality Improvement
Damage Control	Chief Engineer
Campus and Public Information	Vice President for Alumni and College Development Communications Senior Dir of Communications
Support Functions: Computing, Telephone	Chief Financial Officer Chief Information Officer
Insurance and Archivist	Vice President for Compliance and Community-Based Services

The following would be involved in most Collective Emergency situations and Disasters. These procedures are generic, and may be adapted to the circumstances of any particular emergency. More specific instructions and information shall be delivered in a timely manner during emergencies via mass notification systems.

Policies established for immediate response to Individual Emergencies and for the most common Collective Emergencies are maintained on a website accessible by all ICO employees and students.

## **Declaration of State of Emergency**

The authority to declare a campus state of emergency rests with the President or his/her designee as follows:

During the period of any campus major emergency, the Security Office shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and preserve facilities. When in consultation with the Vice President for Administration, the IEI Executive Director, the Chief of Security, Chief Engineer, etc. considers a situation to be either a Major Emergency or a Disaster, the Vice President for Administration advises the President to declare a campus state of emergency.

A campus state of emergency may mean any or all of the following:

- Only registered students (if classes are in session), faculty, and staff are authorized to be on campus. Visitors and guests will be asked to leave, as safety permits.
- The President, or his designee, may dismiss employees, or may declare the campus closed in advance of the normal opening of the workday. Wage compensation will be adjusted according to contractual agreements.
- Only Facilities, Security or Information Systems staff members with emergency resource duties will be allowed to enter the immediate disaster site, if such a site exists.
- Employees with emergency resource duties will be asked to report to campus, or remain on campus, to fulfill responsibilities. Accommodations and meals will be provided to emergency personnel if necessary/possible.

## **General Response Procedures**

While these procedures may not be appropriate in every emergency situation, they provide guidelines to follow and may be modified according to circumstances.

1. Assure Human Safety
  - a. Assess seriousness of emergency.
  - b. Call Security (x7633) to request assistance or health services. Call 911 if appropriate i.e. an immediate emergency which could impact safety (do not call Security in this situation – Security is automatically alerted when 911 is dialed from a campus phone).
  - c. Before Security arrives, assure safety of people in building if possible. Evacuation of a building if situation is life threatening. Evacuation should be to the nearest safe zone outside of the building – this may be another building or the outdoors.
  - d. Follow instructions provided through Mass Notification systems (SMS text, loudspeaker)
    - i. These could include evacuation, shelter in place, secure behind locked door, move to another building, etc...
    - ii. Every situation is unique and Security will respond appropriately – communication to ICO community will be clear and prompt
2. Minimize Damage to Facilities
  - a. Under supervision of Security, contact Facilities and Information Systems.
  - b. Under supervision of Security, remove valuable records and equipment, if appropriate.
3. Coordinate Communications
  - a. VP Administration in conjunction with Senior Director of Compliance/QI implements the emergency communications system as appropriate.
    - i. This system will relay timely and pertinent information to all subscribers.
  - b. After notification by Security, Vice President for Alumni and College Development and Communications prepare internal and external statements.
  - c. Communications in conjunction with Vice President for Alumni and College Development contact external media to alert to emergency situation as appropriate.
  - d. Vice President for Alumni and College Development coordinates notice to family and friends (parents, spouses, etc.) with appropriate campus office. For students: Student Affairs; for employees: Human Resources or their respective supervisor; for affected or injured patients: Illinois Eye Institute leadership (Sr Dir of Operations in conjunction with IEI Executive VP).
  - e. Arrange debriefing, post-crisis review as necessary.

4. Minimize Legal and Financial Risks
  - a. Vice President for Compliance and Community-Based Services contacts insurers, legal counsel, etc. as appropriate and establishes procedures to archive all activities and expenditures associated with the Emergency.

## **Office Responsibilities**

### **Security**

1. First contact
2. Assumes initial on-site command and control
3. Assesses seriousness of situation, requests appropriate assistance from outside agencies
4. In conjunction with VP for Administration and Senior Director of Compliance/QI implements the mass notification system for hostile intruder, emergency weather situation, evacuation or *any other situation deemed emergent*.
5. Contacts Immediate Response Team members and others (such as the Vice President for Administration, President, etc.) depending on the nature of the emergency
6. Maintains emergency communications with emergency staffers
7. Maintains access route for emergency vehicles and personnel
8. Coordinates evacuation of students, patients and personnel, if necessary
9. Develops and maintains emergency operations center, if necessary

### **Facilities Operations**

1. Coordinates emergency control and restoration of services, utilities, buildings etc.
2. Assists in rescue, clearance and demolition
3. Procures emergency water supply
4. Provides damage assessment
5. Assists with emergency transportation to evacuation site
6. Constructs temporary facilities, if necessary
7. Maintains emergency supplies inventory

### **External Relations/Communications/Student Affairs**

1. After contact from Security, determines nature and extent of communications. Will consider: seriousness of emergency, appropriate audience(s) for information, appropriate or possible vehicles of communication, and legal constraints

2. Prepares internal and external written and verbal communications for public dissemination. Communicates with emergency media
3. Responds to media inquiries
4. Coordinates communication as necessary with alumni, parents, prospective students and other appropriate audiences with appropriate department

### **Chief Financial Officer**

1. Coordinates emergency control and restoration, if necessary, of computing and telephone resources.
2. Establishes alternative infrastructure resources as possible and if necessary
3. Protects integrity of database files.
4. Provide emergency funds/availability of cash or credit cards.

### **Vice President of Compliance and Community-Based Services**

1. Contacts insurers and counsel
2. Coordinates insurance claims
3. Documents damages, recovery activities and expenses

### **President**

1. Determines institutional closings and reopenings in consultation with the Academic Program, the IEI and Human Resources.
2. Communicates with Board of Trustees.

# **Communication/Data Recovery Plan**

In the case of emergency, it is of the utmost importance to make contact and communicate clearly, consistently and efficiently. ICO has several options available depending on the type and scale of disaster conditions that exist.

## **Communications:**

For outbound emergency information and instructions: ICO has an emergency communications system for disseminating messages via voicemail, text message and email. This system can be activated via the internet or from a mobile phone in the event the internet is nonfunctional. Campus phones can also be used as loudspeakers. When emergency information is critical such as a hostile intruder situation, an emergency weather situation such as a tornado warning or a building evacuation order, Security and/or the Vice President for Administration or the Senior Director of Compliance/QI may issue the communication order. Other uses of the system for important information will be under the control of the Vice President of Administration.

Guidelines for the use of the mass notification system include the threshold for activation of the system – event must impact the campus and must involve safety or health. The message sent should be timely, detailed but concise and a “closure” message should be sent as an All Clear after the emergent situation has passed.

The ICO phone system can be used as a loudspeaker to activate all hardwired phones to broadcast real time audio. The phone system has battery backup and works in the event of loss of power for approximately 3 hours.

For inbound patient calls: Calls for the Illinois Eye Institute can be directed to the current answering service.

## **Data Recovery:**

Data stored in the F drive and other critical functions is stored to backup daily. This is stored off-site. In case of emergency, this backup can be used to restore data.

# **Widespread Illness**

Planning for a widespread illness such as a food poisoning incident or pandemic flu requires some specific and specialized considerations in addition to the general emergency/disaster recovery plans.

## Health & Safety (Compliance & Risk Management):

1. Monitor World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) and City of Chicago warnings and instructions.
2. Maintain TB testing program for students, Faculty and employees working in patient care areas.
3. Maintain surveillance of hand washing compliance.
4. Offer no-cost influenza vaccinations to all students, Faculty and staff annually.
5. Maintain supplies of Personal Protective Equipment.
6. Determine criteria for illness determination and return to work (isolation) criteria.
7. Provide information about environmental issues such as exposure control; social distancing, personal protective equipment, proper and available hand washing, surface sanitization, etc.
8. Provide information for communication and education about the current situation.
9. Educate staff on current infection control procedures.
10. Respond quickly to emerging public health threats/concerns.

## Human Resource Management:

1. Encourage illness reporting during times of community outbreak in conjunction with Senior Dir – Compliance/QI.
2. Coordinate the dissemination of illness determination and return to work criteria.
3. Coordinate leave benefits.
4. Coordinate reassignment of staff and alternative work arrangements as appropriate.
5. If counseling services are overwhelmed, identify alternatives.

## Risk Management:

1. Assure medical coverage (premium contributions) and flex spending accounts are intact and functional or identify alternatives.
2. Monitor and recommend travel restrictions in the case of pandemic.
3. Coordinate and document business continuity claim, legal services, etc. as indicated.

Business Office:

1. Assure critical functions such as payroll are completed even with high absenteeism.
2. Determine implications of extended closures, reductions in schedules or loss of personnel.

Information Systems:

1. Support the ability of the resource team to communicate and meet electronically.
2. Provide and support venues for communication including website, information phone lines and emergency communication systems.
3. Additional Information Systems policies can be found in the IEI Policy and Procedure Manual.

Security:

1. Limit unnecessary visitor policy as directed.

President:

1. Determine appropriate closings and re-openings, reductions or delays in consultation with the Academic Program, IEI and Human Resources.

# **Recovery and Business Continuation Plan**

## **Damage Assessment, Demolition and Repair** – Team Leader: Facilities

- immediate actions such as board up
- removal of debris and clean up
- assessment of damages
- oversight of repairs

## **Security of Disaster Site** – Team Leader: Security

- control access of disaster site

## **Location of Alternate Site** – Team Leader: Facilities/Physical Resources

- location of alternate locations
- considerations of other options such as temporary trailers, portable power sources, etc.

## **Alternative Schedule/Delivery of Academic Program** – Team Leader: Academic Affairs

- alternate scheduling and/or delivery of courses
- communication with faculty about job responsibilities and needs
- communication with students about academic program; classroom and clinical
- alternatives for continuation of other academic services i.e. grading, provision of transcripts, source verification for credentialing
- interaction with accrediting bodies

## **Clinical Care/Clinical Education** – Team Leader: Sr Dir of Patient Care Services

- alternatives for delivery of urgent eye care services
- triage of patient issues
- access to patient information
- alternatives for delivery of patient care program
- communications with patients and IEI staff
- maintenance of infection control standards as it pertains to patient contact
- acquisition of patient care equipment

## **Fund Disbursement** – Team Leader: Business Office

- ensure payroll continues
- make funds available
- ensure payments to vendors, contractors, etc continue as appropriate
- communicate with bank, investment managers, auditors, etc.
- provide claim cost accounting assistance

**Emergency Shelter** – Team Leader: Facilities and Human Resources

- make provisions for food, water and shelter for dislocated students
- make provisions for food, water and shelter for employees unable to evacuate or leave premises

**Student Management** – Team Leader: Student Affairs

- locate and communicate with students on issues other than academic scheduling (coordinate with Academic Affairs)
- emergency notification to of parents, etc.
- ensure counseling and mental health services are available
- ensure emergency or minor injury management available

**Employee Management** – Team Leader: Human Resources

- locate staff and connect with departments
- emergency notification of spouse/family
- ensure counseling and mental health services available
- manage any issues with health, life or disability coverage

**Data and Communication Restoration** – Team Leader: Information Systems

- restore communication channels
- provide mechanism for location of people
- provide mechanisms for management of outgoing and incoming contact
- restore data, software and hardware as needed.

**Media Management/Spokesperson** – Team Leader: Communications

- contact for news media

**Risk Management, Claim and Legal** – Team Leader: Risk Management

- enlist counsel for advisement of legal issues
- archive damage and ensure claim costs are accounted
- notify insurers of claim or potential claim and enlist assistance as appropriate
- procure advance claim payments as appropriate

**Coordination** – Team Leader: President

- ensure oversight and communication of recovery teams
- if significant person lost, assignment of duties to others
- communication with community
- communications with Board of Trustees

# Widespread Illness Response

As the Illinois Eye Institute is not an emergent care treatment center and we are not equipped with staff or supplies to handle mass casualties the Illinois Eye Institute will close its doors in the event of widespread illness or casualty in the community. Mercy Hospital and Medical Center is within a 1.0 mile distance from IEI and has an Emergency Department. IEI Urgent Care Service will remain open as possible to treat emergent patients within the scope of our care delivery.

IEI staff is also trained to call 911 in the event a patient arrives with emergent conditions which cannot be handled by our Urgent Care Service which is designed to treat ocular needs only. We will treat to the best of our ability until assistance arrives.

In case of widespread illness such as pandemic flu or an episode of food poisoning affecting many ICO staff, the following are guidelines for response.

- 1) Teams to address issues/needs will be formed. These may be similar to teams previously outlined but there may be different needs due to the nature of the illness (localized to ICO versus citywide or nationwide.)
- 2) Sources of care are identified and information disseminated.
- 3) Infection control efforts:
  - a. Proper hygiene protocol such as hand washing/sanitizing protocol will be disseminated.
  - b. Proper cough technique.
  - c. Home care advice (as per CDC website/instructions)
  - d. Return-to-class/work criteria will be developed.
- 4) Ensure that food, medical care and other necessities are made available to those quarantined in the Residential Complex or elsewhere as appropriate.
- 5) Have in place agreements with other medical providers on or nearby campus.

See [www.pandemicflu.gov](http://www.pandemicflu.gov) and [www.idph.state.il.us/pandemic\\_flu/index.htm](http://www.idph.state.il.us/pandemic_flu/index.htm) for more and updated information.

# Additional Resources

## Government

Department of Education [www.doe.gov](http://www.doe.gov)

The agency links below will take you directly to information about financial aid and plans and programs for schools affected by emergencies and disasters.

Office of Postsecondary Education (OPE)  
[www.ed.gov/about/offices/list/ope/index.html?src=oc](http://www.ed.gov/about/offices/list/ope/index.html?src=oc)

Federal Student Aid (FSA)  
[www.ed.gov/about/offices/list/fsa/index.html?src=oc](http://www.ed.gov/about/offices/list/fsa/index.html?src=oc)

Office of Vocational and Adult Education (OVAE)  
[www.ed.gov/about/offices/list/ovae/index.html?src=oc](http://www.ed.gov/about/offices/list/ovae/index.html?src=oc)

Centers for Disease Control and Prevention (CDC)  
The CDC's response center for information can be found at <http://emergency.cdc.gov/>

Environmental Protection Agency (EPA) [www.epa.org](http://www.epa.org)  
*This agency offers information to assist institutions in ensuring the health of their campuses. If your campus is involved in a disaster, you'll also find information on clean-up efforts.*

Healthy School Environment Resources  
<http://cfpub.epa.gov/schools/index.cfm>

Federal Emergency Management Agency (FEMA) [www.fema.gov/fima/dru.shtm](http://www.fema.gov/fima/dru.shtm)  
*These links contain information on emergency preparedness and recovery.*

### Federal Emergency Management Agency (FEMA)

- [FEMA's National Flood Insurance Program \(NFIP\) Information](#)
- [FEMA's Guide to Building Safer, Stronger Structures](#)
- [FEMA's Guide to Risk Assessment, Planning & Grants](#)
- [FEMA's Guide to Creating Disaster Resistant Universities](#)
- [FEMA's Guide to Salvaging Historic Properties & Cultural Resources](#)
- [FEMA's Guide to Long-Term Community Recovery](#)
- [Emergency Management Assistance Compact \(EMAC\)—facilitating interstate aid by resolving liability and reimbursement issues](#)

[Partnerships to Reduce Hazard Risks: Tips for Community Officials, Colleges, & Universities](#)

[Dept. of Homeland Security: Lessons Learned Information Sharing](#)

- [FEMA's Recovery Progress Report](#)

[FEMA/MEMA Updates for Institutions of Higher Learning](#)

[Florida Division of Emergency Management](#)

[Emergency Management Association of Texas](#)

- [Texas Governor's Division of Emergency Management](#)

[How to Replace Vital Documents](#)

National Student Clearing House (NSLC) [www.nslc.org](http://www.nslc.org)

*This organization can assist institutions in obtaining student record information.*

National Institutes of Health (NIH) [www.nih.gov](http://www.nih.gov)

NIH provides information on various health matters before, during, and after an emergency or disaster.

National Endowment of the Arts (NEH) [www.neh.gov](http://www.neh.gov)

*This site provides information to support the recovery efforts of valuable library, museum, cultural, and historical materials.*

Occupational Safety and Health Administration (OSHA) [www.osha.gov](http://www.osha.gov)

This agency provides information on planning and recovering from an emergency or disaster.

Emergency Preparedness & Response

[www.osha.gov/SLTC/emergencypreparedness/index.html](http://www.osha.gov/SLTC/emergencypreparedness/index.html)

OSHA Resources on Disaster Recovery Hazards

[www.osha.gov/OshDoc/hurricaneRecovery.html#fact](http://www.osha.gov/OshDoc/hurricaneRecovery.html#fact)

World Health Organization (WHO)

The World Health Organization monitors infectious disease worldwide and issues warnings and information.

[www.who.int/csr/alertresponse/en/](http://www.who.int/csr/alertresponse/en/)

### **Associations**

Campus Safety Health & Environmental Management Association (CSHEMA)

*An association designed to help keep your campus compliant with federal regulations and*

*recover in the aftermath of a disaster. [www.cshema.org](http://www.cshema.org)*

Society of College and University Planners (SCUP)

Provides information on planning and recovering from an emergency or disaster, as well as general information on college and university planning. [www.scup.org](http://www.scup.org)

University and Risk Management Insurance Association (URMIA)

Provides information that can be used in the advancement and application of effective risk management principles and practices in institutions of higher education.

[www.urmia.org](http://www.urmia.org)

**Organizations:**

American Red Cross of Greater Chicago

607 N. Racine

Chicago, IL

Emergency Response; (312) 729-6100

[chicagoDS@usa.redcross.org](mailto:chicagoDS@usa.redcross.org)

[www.chicagoredcross.org](http://www.chicagoredcross.org)

Salvation Army

[www.salvationarmyusa.org](http://www.salvationarmyusa.org)