



# Operations Manual

<b>Governed By:</b> Facilities	<b>Effective Date:</b> January 2014
<b>Procedure:</b> Main Campus Lockdown	<b>Updated Last:</b> April 2014
<b>Purpose:</b> To ensure the safety of CEO staff, customers and guests in a lock down	
<b>Refer to Policy #:</b>	

## Summary:

Main Campus (CRC, Admin and the Annex - interconnected via the phone system) Lock Down procedure is to ensure, to the best of our ability, the safety of all staff and customers on the main campus during an unexpected event that requires everyone to “lock in”.

When such an event or drill occurs the staff person organizing the drill or the staff person witnessing the event **should;**

- Pick up the nearest phone
- Dial \*71
- Announce the words “LOCK DOWN” loud and clear THREE TIMES consecutively over the phone and end stating the building name “CRC”, “Annex” or “Admin”.
- Immediately contact police (911 and/or panic buttons) if possible.

\*This will place all three buildings in official “lock down” mode.

When this occurs, **staff should immediately;**

- Go into the nearest office or bathroom and direct customers to join if applicable.
- Lock the door and remain quiet
- Contact 911 if possible
- **REMAIN LOCKED IN THE SPACE UNTIL OTHERWISE NOTIFIED BY POLICE** or Senior Cabinet member during drills only.

\*Once the “lock-down” announcement is made; Executive Assistant, Nancy Uber, or designated sub will immediately go into building security data base and lock CRC front doors.



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**Lock down Communication process;** as we anticipate communications will be limited and effectiveness and efficiency will be imperative we ask that when possible the chain of command go as follows;

- Staff within the primary locked down facility should do their best to reach ONE administrative staff, in either of the two other main campus buildings, after speaking with 911 to share what they know and what is occurring in their immediate space;
  - CRC; Renata 295, Mike X 340, Erin X 239
  - Admin; Nancy X 224, Sue X 281, Mary X 280, Katie X 262, Kristin X 234
  - Annex; Heather X 272, Morgan X 304, Tia X 209

Contacted administrative staff should;

- Remain calm and collect as much information as possible. (Have they called the police or hit a panic button? Where are they “locked in”? Is there anyone with them? Did they hear or see anything? What do they know?)
- Immediately contact 911 or greet police in the street (whatever makes more sense as time unfolds) with all details gathered.
- Do their best to contact **ONE** Administrator listed below **beginning with the President and working down the list until they reach someone** to share details;
  - President - 496-4399
  - Chief Compliance & QA Officer - 441-7324
  - Director of Program Operations - 796-2144
  - Chief Administrative Officer - 331-0606
  - Chief Financial Officer - 878-6247
  - Chief Planning Officer - 694-6943
  - Assistant Director of Program Operations - 605-7100
  - Facilities Manager - 937-7672
- The **Administrator reached** will strive to convene as many Sr. Cabinet members as feasible in one location, ideally a private suite, in one of the two non-primary locked down building (Executive suite, Operations suite, Annex first floor parlor).



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- Sr. Cabinet members will work with the police/city/county until issue is resolved and provide other main campus buildings and off site buildings with directives as needed as the event unfolds.
- An “**all clear**” will only come from the police in an actual event or a Senior Cabinet member during drills only.