



North Shore – Barrington Association of REALTORS®

# Response to Emergency Situations Policy

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## Response to Emergency Situations Policy

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### Policy Statement

North Shore - Barrington Association of REALTORS® (NSBAR) is committed to maintaining emergency preparedness. To ensure the continuation of member services during small and large emergency situations, the following plan has been implemented. It provides staff with procedural guidelines and lists of personnel and their emergency contacts.

## Emergency Office Closing

*If an office is required to close, the CEO or CEO's designee will notify employees by text or phone call as soon as possible.*

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*In case of a catastrophic emergency occurring while the Northbrook campus is occupied, or any event that requiring that the NSBAR building be evacuated, the staff members and any board members in the building will meet at the front entrance the Ameritrade Building, 444 Skokie Boulevard. Staff at the Workonomy site should follow the directions at that location.*

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## CHAPTER 1 Summary of Emergency Procedures

### **Unsafe Conditions**

Employees have an obligation to report any unsafe conditions to their direct report, CEO, and Operations Manager as soon as possible. All employees of the Association are expected to correct unsafe conditions as promptly as possible. NSBAR will not take reprisals against an employee who comes forth with a safety recommendation or refuses to operate any equipment or work in an area he/she reasonably feels is unsafe.

All accidents, especially those that result in injury, must be reported immediately to the CEO and Operations Manager, regardless of how insignificant the injury may appear. Such reports are necessary to comply with federal and state laws and initiate insurance and workers' compensation procedures.

### **Medical/Accident/Environmental Emergency**

- Dial **911** and ask for assistance. Be prepared to give address and directions on exactly where the office is located.

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*Directions to the NSBAR office in Northbrook – from Skokie Boulevard, turn onto Henrici Drive, follow the road until you can make a right-hand turn, NSBAR is the last building on the left. #1200 entry from the front or rear of the building.*

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- Call Highland Park Hospital, Emergency Medical Services, **(847) 480-3751** or
- Good Shepherd Hospital, Medical Building Pharmacy, **(847) 381-1230**, 450 West Illinois Route 22, Barrington.

Be prepared to describe the problem, give the exact location and your name. The emergency people may suggest things that you should do (perhaps to stem excessive bleeding). Follow their directions.

In the case of what appears to be a heart attack, a defibrillator is located in the hallway which connects the classroom and Boardroom, on the wall above the fire extinguisher. It may only be used by staff who have been trained on its use.

There is not a defibrillator available in the Workonamy space.

## Response to Emergency Situations Policy

### Fire

- Dial **911** and ask for assistance. Be prepared to give address and directions on exactly where the office is located.

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If there is any doubt about the ability to extinguish the fire, secure and leave the area. Fire extinguishers in Northbrook are located in the server room, at the door next to the classroom, at the door to the server room, in the main hallway, and in the kitchen. The fire extinguisher in Workonomy space is located on the wall to the left of the main tenant entrance to the Workonomy space.

When a fire alarm occurs, turn off all electronics. Clear the building immediately. Assist non-staff members to leave the building in an orderly fashion.

### Fire Safety Tips

- Always report a fire before attempting to extinguish it.
- Always keep your back to the escape route.
- Never attempt to extinguish a large fire.
- When using a fire extinguisher, remember the acronym PASS
  - Pull
  - Aim
  - Squeeze
  - Sweep
- Remember the rule to stop fire – Stop, drop, and roll.

### Workplace Violence

It is the policy of the Association to expressly prohibit any acts or threats of violence by any individual. Accordingly, the Association does not condone any acts or threats of violence against Association employees, members, or visitors on the Association premises, at any time or while engaged in business with or on behalf of the Association, on or off the Association premises.

## Response to Emergency Situations Policy

In keeping with the spirit and intent of this policy, and to ensure that the Association objectives in this regard are attained, it is the commitment of the Association:

- To provide a safe and healthful environment.
- To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures.
- To take appropriate immediate action when dealing with members, current or former employees, or visitors to the Association facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- To prohibit members, employees, former employees, and visitors from bringing unauthorized firearms or other weapons into the Association building, in accordance with the Illinois Firearm Concealed Carry Act.
- To establish viable security measures to ensure that the Association facilities are safe and secure to the maximum extent possible and to properly handle access to the Association facilities by the public, off-duty employees, and former employees.

All employees are responsible for maintaining a workplace that is free from threatening behavior and violence. However, **employees should never place themselves in peril. If an employee sees or hears a commotion or disturbance near their work area, they should not try to intercede, and should take precautions to protect themselves.** They should, however, report any threat, instance of harassment, or violent act observed or experienced at work to the CEO and Operations Manager. In addition, any employee who has a reason to believe that a violent act may be committed on the worksite or against an individual related to the business in any way must promptly report that belief or suspicion to the CEO and Operations Manager. No employee who in good faith either makes a report or participates in an investigation under this policy will experience retaliation of any kind.

### First Aid Kit

Northbrook – One (1) small kit is located in all five (5) bathroom vanities, one (1) in the Events Center in the cabinet under the “R” wall, and one (1) in the BOD room in the cabinet next to the closet. There is also one (1) large kit in the Business Center in the cabinet under the Keurig machine.

Workonomy - Located in the white cabinet in the NSBAR office.

### A basic first aid kit should contain:

- Bandages in different shapes and sizes
- Sticky tape
- Cold Compress
- Gauze pads in different sizes
- Alcohol wipes
- Antibiotic ointment
- Disposable sterile gloves

It is also useful to keep a basic first aid manual or instruction booklet with the kit. The contents and the location of the kit should be reviewed quarterly.

### Flooding or Water Damage

If flooding or water damage is discovered, protect staff and members from falls and secure equipment if possible. If possible, locate the source of the leak and turn off water at the source.

### Vandalism

Vandalism includes but is not limited to the following: damaging or defacing the building, furniture, or equipment; damaging or defacing books, such as tearing out pages, tearing out sections of pages, stealing.

Do not confront the vandal. Call **911**.

### Power Failure

Turn off all computers. Secure the area before leaving. Upon return wait for further instructions before turning computers on again. Call the alarm company **630-844-6302** and MRED **630-955-0011**.

### Bomb Threat

- If a suspicious object or package is found, call **911** immediately. Evacuate the building immediately. Staff should assist any members to evacuate as quickly as possible.
- Treat receiving a call reporting a bomb threat in the same manner.



## **CHAPTER 2 Summary of Evacuation, Weather Procedures, and Catastrophic Disasters**

Go to the nearest door or if need be, break a window if the threat is internal, such as a fire or bomb threat.

### **Locations of the Exits**

- Front/Main Door
- Rear Door (next to Tech Bar)
- 2 Board Room Doors
- Kitchen Door

### **Evacuation**

- If it is necessary to evacuate the building, staff should assist any members in the building by guiding them to the nearest exit and moving them away from the building and out into the parking lot as quickly as possible. When all members have exited the building, staff should also exit as quickly as possible.

### **Tornado or Severe Storm**

- Northbrook – Go into one of the five (5) bathrooms that do not have windows. If there are members in class or in a meeting, staff should assist to move them toward bathrooms, and if necessary internal hallways with all the doors closed to the offices. All members should remain there until the “all clear” is given by the Village.
- Workonomy –Gather in either the NSBAR office (Workonomy side of building) or in the Office Max bathrooms.
- If members elect to leave the building, they may do so at their own risk.

### **Catastrophic Disaster**

- In the unfortunate case of a catastrophic event, i.e. a train derailment, a terrorist event, etc., staff should assist any members as quickly as possible without putting themselves in any further danger. Once emergency personnel arrives, follow their direction.

### **Meeting Place**

- In Northbrook, once the building has been evacuated, move to the front entrance of the Ameritrade Building along Henrici Drive.
- In Workonomy, once the building has been evacuated, gather by the Trader Joe’s cart corral in the parking lot.

### CHAPTER 3 Staff Mobilization

#### Evacuation

A major disaster would necessitate the evacuation of all personnel. In such a situation, actual recovery procedures to salvage materials would have to wait until the building was officially declared safe to enter. Although such a situation is impossible to predict, the brief outline of procedures listed below will be followed.

- The Web is hosted off site and should be available.
- The CEO, Jeff, is to be contacted at **224-595-1352 (cell)**.
- Information System: The first priority is to get the administrative computer system up and running. A daily back-up is always made; only the current day's work would be lost.
- Membership -- the administrative computer system must be up to retrieve records but the M1 system could be used to view current member list.
- SentiLock -- Call **513-618-5800**.
- MRED – Call **630-955-0011**
- Building Association Management – Call Adam Stolberg/Advantage Management **312-447-0911 (24-hour emergency number)**

#### Professional Development Department

The Professional Development Department disaster plan relies on NSBAR having data backup of the company drive and Rapattoni records on a remote server. Assuming this is the case, departments should have access codes to the data. Records are updated by us on a daily basis, so we will not have lost anything, assuming remote backups are done on a daily basis.

#### Procedures for Emergency Classroom in Northbrook

1. Arrange for emergency classroom and direct students and instructor there, if a class is scheduled; and/or
2. Work from home, accessing the website for class schedule information. We can receive registrations just as soon as the phone lines are reestablished at a new location or switched to another number.
3. We will arrange space for upcoming events or reschedule them. All students will have to be notified of the change of location and/or date.
4. Assuming both offices would not be affected at the same time, NSBAR can have telephone calls forwarded to the alternate office to continue registrations.

### Recovery

After an emergency, no staff person should enter the building until all emergency personnel and the CEO determine that it is safe to do so. In the case of an emergency, staff should not linger in the building to save files, computers, or any other items. In an emergency it is imperative that the staff exit the building if appropriate.

### Recovery Procedures for Computer Equipment

Contact the IT Director, but if he cannot be reached, contact the CEO, and Operations Manager to report failure of individual office workstations or an emergency in an office area which jeopardizes computer equipment. In the event of a central system failure or any emergency (electrical, plumbing, etc.) which could cause the failure of a central system, contact the IT Director, but if he cannot be reached, contact the CEO and Operation Manager.

## CHAPTER 4 Cybersecurity Attacks

Personal data, such as emails, files in One Drive, and shared files in SharePoint, are stored in NSBAR's portion of the Microsoft cloud and are backed-up nightly into Barracuda's cloud. The data in Microsoft and Barracuda are encrypted to ensure no hacking occurs. NSBAR retains three years of complete backups.

NSBAR servers are stored in Microsoft's cloud. The server data is backed using Microsoft's physical servers, and a second time using Veeam onto Veeam's servers, with both being encrypted. Veeam uses Amazon Web Services to back up their own data. Data is also backed-up locally on one of the servers in Northbrook using reversible encryption to store the data. NSBAR maintains multiple backups of the servers and specifically the Rapattoni database.

Command Link is NSBAR's primary Internet provider for the office's main network, securing the data going into and out of the main network. Anyone at NSBAR who uses Wi-Fi is first connected to NSBAR's Eeros mesh network and then into Comcast's private network before being connected to the Internet.

All data coming and leaving the devices on either network are scanned for malware.

**Inventory of Shared Emergency Supplies**

Supply	Quantity in Stock
Broom and Dustpan	1
Mop and Bucket	1
First Aid Kits	8
Garbage Container, large plastic	5
Garbage Bags	Varies
Markers, permanent	Varies
Note Paper, Pens	Varies
Packing Tape and Dispenser	Varies
Paper Towels, unprinted	Varies
Disposable Gloves	Varies