

Peer Leader Handbook

Osher Lifelong Learning Institute at CSU, Chico

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Chico OLLI Websites

Osher Lifelong Learning Institute at CSU, Chico

Website for OLLI in Chico and Butte County: <http://olli.csuchico.edu/>

Specific resources for peer leaders are located at [Peer Reader Resources](#):

Note: Below is a recent sample copy of the sidebar and the contents displayed. The blue text duplicated on the left are live links.

<ul style="list-style-type: none">• Osher Lifelong Learning Institute (OLLI)• Spring '17 Class Schedule<ul style="list-style-type: none">◦ Class Locations & Maps• Purchase or Renew a Membership• Log In To Register for Classes<ul style="list-style-type: none">◦ How to Register for Classes• Create a Brighter OLLI<ul style="list-style-type: none">◦ Annual Fund Campaign◦ Thank You to Our Sponsors!◦ Legacy of Learning◦ Prime Timers' Reentry Scholarship• Peer Leader Resources<ul style="list-style-type: none">◦ Audio-Visual Resources◦ Log In To View Class Rosters◦ Submit a Course Proposal◦ Peer Leader Handbook• Join OLLI<ul style="list-style-type: none">◦ Send Me Info!• About OLLI<ul style="list-style-type: none">◦ Contact Us• Newsletters	<div><h3>Lifelong Learning</h3><ul style="list-style-type: none">▪ Osher Lifelong Learning Institute (OLLI)<ul style="list-style-type: none">... Spring '17 Class Schedule... Class Locations & Maps... Purchase or Renew a Membership... Log In To Register for Classes... How to Register for Classes... Create a Brighter OLLI<ul style="list-style-type: none">... Annual Fund Campaign... Thank You to Our Sponsors!... Legacy of Learning... Prime Timers' Reentry Scholarship... Peer Leader Resources<ul style="list-style-type: none">... Audio-Visual Resources... Log In To View Class Rosters... Submit a Course Proposal... Peer Leader Handbook... Join OLLI<ul style="list-style-type: none">... Send Me Info!... About OLLI<ul style="list-style-type: none">... Contact Us... Newsletters</div>
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Osher Lifelong Learning Institute National Resource Center

<http://nrc.northwestern.edu/>

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Welcome!

Thank you for volunteering your time and knowledge as a peer leader for the Osher Lifelong Learning Institute at California State University, Chico. OLLI is possible, in large part, because wonderful people like you are willing to share your knowledge and experience with our members. It is because of your commitment that OLLI not only exists, but thrives. This handbook provides valuable information to assist you throughout your tenure as an OLLI peer leader. Think of it as a resource rather than an instruction manual. It includes numerous resources you can use to make your experience as a peer leader a rewarding one for you and the members of your classes.

Our Mission

The Osher Lifelong Learning Institute at CSU, Chico will provide for mature learners an enriched environment for learning, teaching, and social interaction. This will primarily be accomplished through participatory classroom experiences in a wide range of academic subjects presented by peer leaders.

Partnership with California State University, Chico (CSU, Chico)

The Bernard Osher Foundation was established in 1977 by Bernard Osher, a San Francisco businessman and community leader, who perceived that the needs of mature students were not well served by traditional continuing education programs. The Foundation supports the strengthening of existing lifelong learning programs, as well as the creation of new ones, at colleges and universities across the country.

In 2005, CSU, Chico joined the network of Osher Lifelong Learning Institutes and our existing learning-in-retirement program, Prime Timers, became known as the Osher Lifelong Learning Institute at CSU, Chico.

OLLI operates under the auspices of the Regional & Continuing Education. Its finances are managed through the CSU, Chico Research Foundation. The OLLI program director reports to the dean of Regional & Continuing Education and oversees an OLLI administrative support staff.

The OLLI office is located in the Aymer J. Hamilton (AJH) Building, Room 118B, on campus. AJH is located between the Gateway Science Museum and the Bidwell Mansion. See the appendix for a campus map. The OLLI office phone number is 530-898-6679 and their email address is olli@csuchico.edu.

OLLI Advisory Council

The OLLI Advisory Council serves in an advisory role between the OLLI membership and the CSU, Chico administration. The Advisory Council, except for the program director, is elected by the OLLI membership and consists of the following: general chair, membership chair, scholarship and fundraising chair, events chair, curriculum chair, communications chair and the program director. We are in the process of adding a new classroom and facilities committee in the near future and that chairperson will sit on the Advisory Council, also.

How to Become a Peer Leader

Any member of OLLI who has the desire to teach may be a peer leader; however, they must be a member of OLLI during the semester they teach. You do not have to have prior teaching experience. Instead, peer leaders are unpaid volunteers who have a passion or academic interest or even some life experiences to share with others in OLLI.

The curriculum committee encourages OLLI members to become peer leaders and provides encouragement and support and an ongoing peer leader mentor program. Peer leader Orientation and Tutorials for peer leaders will be available prior to each Fall, Spring, and Summer semesters.

To get started, complete and submit the course proposal by the due date posted on the website. You will be contacted on the status of your proposal after it has been processed.

There are some restrictions on what may be taught. OLLI's focus is on providing classroom experiences in a wide range of academic areas. OLLI also honors a non-compete agreement with the Chico Area Recreation Department (CARD) and defers from offering recreational classes and/or arts and crafts activities that directly compete with CARD. Classes may not support or oppose political parties, candidates, or political issues; they may not be used to sell or promote products or services; they may not be used to generate client lists, nor may they be used to promote sectarian religious points of view. They must not conflict with other OLLI courses currently being offered.

To learn more about all the options and opportunities to teach, talk to other members and peer leaders for feedback and suggestions. Talk to members of the curriculum committee and/or the program director. And sign up for one of our future workshops on training new peer leaders.

We try to support new peer leaders in a variety of ways. The curriculum committee organizes and conducts a Peer Leader Orientation prior to the start of each semester, to answer questions and assist you throughout the year. In addition, we offer a series of workshops to support members in developing the skills, tools, and confidence needed to begin leading classes. The Osher Lifelong Learning Institute National Resource Center has a tremendous list of books, articles, and websites available to support peer leaders at <http://nrc.northwestern.edu/>.

You also have access to the CSU, Chico Meriam Library on campus. Visit the OLLI office to receive a membership verification form and take it to the Meriam University Library. The Circulation Desk near the entrance to the University Library will issue you a courtesy card that will give you access to its resources.

Possible Reasons for Denying a Course Proposal

1. Too many classes already offered in this subject area.
2. A non-academic or special interest subject that causes the overall course selections to fall below the OLLI National Standards of academic vs. non-academic offerings.
3. The course proposal completed incorrectly, submitted late or incomplete and not resubmitted in a timely manner.
4. Applicant has a history of violating peer leader conduct standards.
 - Promotion of religious, political or business agenda.
 - Repeated minor violations of peer leader conduct that are not resolved.
 - OLLI office received numerous verified complaints about the applicant.
5. The proposed course is controversial.
 - The Curriculum Committee decides what constitutes a controversial class.
 - A controversial class may be taught if experts from both sides of the issue are represented. These experts must be listed in the application.
 - Applicants may meet with the Curriculum Committee prior to submitting the application to explain the proposed course in more detail.
6. The proposed course appears to serve as a recruiting activity for groups outside the OLLI organization.
7. Classroom space is not available.

Course Outlines and Syllabus

Peer leaders are not required to prepare a course outline or syllabus for their class, but the curriculum committee recommends it. Many of our experienced peer leaders hand out an outline or syllabus on the first day of class. It benefits both the members and the peer leader. Please send course material to the OLLI office at olli@csuchico.edu for posting on semester schedule. The course description is available on the online semester schedule. There are samples of course outlines and syllabi in the appendix.

Peer Leader Mentor Program

These Guidelines were created for the purpose of providing guidance and direction to mentors who have volunteered to support peer leaders. OLLI peer leaders are the backbone of the organization. Providing a broader network of support in areas of technology, presentation skills, classroom management, and/or connection to greater resources will expand the lifelong learning opportunities for leaders and for mentors, as well as build lasting new partnerships, and even friendships, across the organization.

1. The Curriculum Committee will facilitate partnerships between mentors and peer leaders who've requested a mentor.
 - If either the mentor or the peer leader finds this is not a good match, they should contact the Curriculum Committee immediately and another mentor will be recruited.
2. Mentors will help familiarize new peer leaders with the OLLI program and the Peer Leader Handbook, including:
 - Scheduling
 - Peer leader responsibilities
 - Services available through the OLLI office such as posting information about the class on the website and putting articles in the E-News.
3. Mentors may accompany the peer leader to observe an existing class using a similar format to the one they are planning.
 - Discuss the pros and cons and possible changes needed to make their class succeed.
4. Mentors first need to ask what the peer leader needs help with, then:
 - Listen to their ideas and make suggestions;
 - Help them design and structure their prospective class, if needed;
 - Help them find necessary resources such as speakers, etc.;
 - Help with technical needs, if mentor feels capable, or refer them to the Curriculum Committee for technical expertise;

- Help build confidence and empower them with advice, as needed, on teaching techniques, use of classroom host, attention to details, etc.;
 - Serve as a support person and sounding board.
5. Mentors should remain available and meet with peer leader as needed throughout the planning phase of class development.
 6. Once the class starts, mentors should attend one or two classes and help the peer leader evaluate what is working and what needs improvement.
 7. Mentors must keep in mind that the class belongs to the peer leader and that the choices are his/her responsibility.
 8. Remember it is okay to ask for help from the Curriculum Committee and the OLLI office.

Peer Leader Conduct

In order to protect and maintain the academic freedom of the University and the non-profit status of the CSU, Chico Research Foundation, peer leaders are required to observe the following restrictions:

1. The organization shall not support or oppose any political party, candidate, or political issue.
2. The membership list and personal information to include names, addresses, phone numbers, and e-mail addresses shall not be used for non-organizational related activities or fundraising without the written consent of the Program Director.
3. Classes shall not be used to promote political positions or candidates.
4. Classes shall not be used to sell or promote products or services, or to generate client lists.
5. The organization shall adhere to all administrative, financial, and operational policies as set forth by the California State University, Chico; CSU Chico Research Foundation; and CSU, Chico University Foundation.

6. While classes on historical cultures and traditions are welcome, promotion of sectarian religious viewpoints must be avoided. Should you encounter any problems or concerns, you are encouraged to contact the OLLI office at 530-898-6679 or email olli@csuchico.edu.
7. Advertising of all OLLI classes and programs shall be coordinated through the OLLI Office. OLLI classes and programs may not be promoted outside of the OLLI Membership, with or without using the OLLI name, without the express approval of the OLLI Director or designee.

OLLI Culture

The OLLI organization and culture offers many benefits to its members. In addition to education and lifelong learning, it also serves as an important social network and community. As a Peer Leader you represent the OLLI culture, which requires that you treat fellow peer leaders, class members and facilities staff, and students with respect, dignity and appreciation.

Note: Please refer any problems with classroom environment to the OLLI office rather than the Craig Hall or other facility staff.

Peer Leader Obligations

1. Attend the Class Preview program.
2. Attend the Peer Leaders Orientation.
3. Attend all scheduled classes in which you are in charge. If you need to miss a class for any reason, please refer to the following section on how to cancel or reschedule a class.
4. Be available by phone or email for members' questions.
5. Set-up and clean-up your classroom. If another class is not scheduled immediately following yours, turn off the audio visual equipment, lock the door, and return the key.
6. If you experience any problems with your classroom facility or equipment, notify the OLLI office.

How to Cancel or Reschedule a Class

1. Schedule changes:
 - If a peer leader needs to change a class schedule after submitting the course proposal, the changes must be coordinated with the OLLI office at 530-898-6679 or email at olli@csuchico.edu prior to distribution of the final schedule.
 - After classes begin, peer leaders must coordinate any schedule changes or class location changes directly with class members and the OLLI office.
2. If a peer leader cannot conduct a scheduled class for any reason, it is the peer leader's responsibility to notify the OLLI office and their class members as soon as practical.
 - If possible, alternate arrangements may be made, including recruiting a substitute teacher, cancelling a class, or rescheduling a class to an agreeable date and time.
 - As soon as possible, you must notify the office at 530-898-6679 or email at olli@csuchico.edu about any deviations from the published schedule.

Adding Members to Your Class

OLLI's new online registration system allows users to add and drop classes until classes reach capacity. Wait lists are generated by the office in an effort to improve member services. The online system also generates rosters for peer leaders at any point in the registration process. This enables peer leaders to better plan for class size and space considerations. Once the semester begins, consideration will be given first to people on the wait list if seats are open. If you have an active wait list, please contact the OLLI office when you observe empty seats. [Classroom Hosts can help with the seating.](#)

Note: Do not allow members to stand, sit in the aisles, or block exits.

Classroom Hosts

The Classroom Host program is managed by the Communication Committee and is modeled after similar programs at other OLLI Institutes. Classroom Hosts support OLLI members by greeting them in class, helping them find seats in crowded classrooms, and relaying important highlights from the electronic news bulletin. They also listen to concerns and to relay information back to OLLI leadership so that the organization can be more responsive to members' needs.

Classroom Hosts help to ensure that classroom presentations are audible by moving around the classroom to check sound quality. Is the peer leader using the microphone? Is the microphone turned on? Is the volume turned up high enough? Are questions from the audience being repeated into the microphone so that everyone can benefit? OLLI at UC Berkeley learned the biggest reason members drop out is due to hearing loss. To the extent Classroom Hosts can assist in this area, we feel we are performing an essential duty by helping to retain members who might otherwise become isolated.

Additional information on Classroom Hosts can be found at:
<http://rce.csuchico.edu/osher/peer-leaders#classroom-hosts>

Field Trips

If you are planning to take your class on any field trips/excursions, you must notify the OLLI office. A field trip is defined as any class session that is held outside of the assigned classroom.

Whenever possible, you should include field trip information on your course proposal form. Any admission fees and other expenses for the field trip must be paid by the class members. OLLI will not reimburse members or instructors for these out of pocket expenses.

Other Peer Leader Considerations

- Guest Speakers: From time to time, some peer leaders invite guest speakers to present lectures or programs in their class. We have even held some classes in which all the lectures were provided by subject matter experts or local government executives and managers. The guest speakers are not required to join OLLI as the result of occasional support for a peer leader.
- Reimbursement for classroom expenses: Unfortunately, we do not have the financial capability to reimburse peer leaders or their guest speakers for expenditures made on behalf of teaching an OLLI class.

Recommended Peer Leader Procedures

- Arrive at least 15 minutes early and conclude class on time.
- Upon arrival to the classroom, set it up as needed.
- Pass the class roster around and have the members check it for accuracy. If there are new members, have them add their names and contact information to the roster. They are welcome to stay if there is room. If there are no empty seats, recommend they check back in one or two weeks.
- Encourage members to wear name tags.
- Remind members to turn off the sound on their cell phones before class begins. If they receive a call during class direct them to quietly exit the room before taking the call.
- Give directions to the bathrooms and drinking fountains.
- Check to see if your classroom facility allows food and beverages. Please ensure members remove or dispose all their materials brought into class.
- Point out the emergency exits and escape routes in case of fire or other emergency.
- Review OLLI emergency procedures at the beginning of the first class.

- Promote safety awareness.
- If there are parking meters, limited parking times or tow away zones near the classroom remind everyone of these limitations. Be prepared to discuss the opportunities and limitations of parking near your classroom.
- Conclude your class on time and encourage participants to talk outside the classroom to permit the incoming class to arrive and be seated.

Need help with any of these? Don't worry. We have a team ready to help. Call the OLLI office at 898-6679 or email at olli@csuchico.edu.

Craig Hall Classroom Keys:

- Classrooms must be kept locked when not in use.
- Each peer leader is responsible for ensuring the specific room key is retrieved from and then returned to the student store in the front building or handed personally to the next peer leader using your classroom. The store front is located next to the cafeteria in the main lobby.
- Peer leaders or their representative must sign for the key and then either return the key or hand it personally to the next peer leader. If you return the key to the Craig Hall office and no one is present in the store front, please give the key to another staff member in the area.
- Peer leaders and their representatives must be respectful to the Craig Hall staff in all contacts, including handling the keys. Remember that you represent OLLI.

Multimedia Equipment in OLLI Classrooms

Since March 2015, our OLLI chapter has provided a professional quality multimedia system in each of our four major classrooms in Chico: Gordon 1, Gordon 2, Bradley, and Chico New Thought Center.



The cart includes:

- Wireless voice amplification system with cabinet-mounted speakers,
- Dell desktop computer (with Windows 8.1, Microsoft Office 2013 Pro, VLC media player, and Adobe Acrobat Pro),
- Epson large classroom Projector, with 10-foot screen
- Sony Blue Ray/DVD/CD player,

- 100-watt Yamaha Receiver/amplifier, with USB inputs for Apple mobile and audio storage devices.
- Sony full-range speakers
- Internet Wi-Fi capability in each classroom, capable of video streaming (YouTube, etc)
- Apple TV in all classrooms

The multimedia system is tightly integrated and it provides high definition, high resolution video and audio signals that are all easily controlled by peer leaders from the front of the cabinet. However, training is necessary in order for the peer leader to be confident and proficient in using the full range of capabilities that are available.

Audio visual training sessions will be organized and conducted prior to each semester. Normally, we will have two 2-day open house type classroom sessions from 9 am to 3 pm each day. These training and familiarization sessions are mandatory for all peer leaders who will be using the multimedia equipment. Each audio visual cart also has an extensive user's manual available for reference.

The av training will be conducted primarily in the Craig Hall, Gordon 1 classroom but the other classrooms may be available also. All four audio visual carts are identical so that peer leaders will have to become proficient with only one equipment configuration setup. Our OLLI website has more detailed information at: [Audio Visual Resources](#)

Peer leaders are expected to be proficient in the manner of presentation they intend to use. For example, we are not prepared to teach someone how to use Powerpoint; but we will teach how to use the OLLI computer and projector to show the peer leader's completed presentation.

Reminder: in order to use the audio visual equipment carts in our OLLI classrooms, you must complete our training program first.

Other Classrooms

Audio visual equipment availability outside the four main classrooms is very limited. Please contact the OLLI office for specific information for other classrooms.

If you have any difficulties with the multimedia equipment in starting your class:

- Contact information for members of our classroom support team will be posted on the bulletin board in each classroom.
- **Do not change any of the wiring in or on the av cart.**
- If you are not able to operate the components to start the class, check the user's manual inside the cabinet door if you have time.
- Otherwise, call one of the av team members.
- Please be reassured: the OLLI av equipment is mostly new and we have never experienced a device failure. Please do not attempt to fix or modify what you think might be broken equipment. Do not change or modify any wiring in or on the av cart. Call somebody.
- For one-time problems, we will have contact information posted on each classroom bulletin board.

Getting off to a Good Start

Are You Ready for the First Day of Class? Here is a personal check list for peer leaders:

- ☐ The location of my classroom.
- ☐ Where to get the keys for my classroom.
- ☐ The location of the nearest restrooms.
- ☐ The location of the nearest emergency exit(s).
- ☐ When my class begins and ends.
- ☐ How to find my class list on the OLLI website.
- ☐ How to create a master email list for bulk emails to the students in my class.
- ☐ How to address emails to my students using BCC.
- ☐ How to use the equipment on the AV Cart because I received training (if I plan to use technology).
- ☐ Who to contact if I have any problems teaching my class.
- ☐ OLLI office phone number and email address for any questions, including any issues with the classroom facilities. (530-898-6679 or email at olli@csuchico.edu)

Emergency Procedures (detailed checklist posted in appendix)

In the event of a **medical emergency**, direct a class member to call 911 first. Then make the person in distress comfortable and clear the room and entrances.

In the event of a **fire**, direct or assist everyone out of the building. Call 911 once everyone has been safely evacuated. The address of your classroom is on the bulletin board.

Follow these guidelines:

- Quickly gather your personal belongings (purse, notepads, keys, etc.).
- Immediately begin to exit the building using the nearest and safest exit.
- Close all doors behind you – this will help prevent the spread of smoke and fire.
- Pull the nearest fire alarm and call 911, if not already called.
- Do not attempt to use an elevator.
- Assemble at least 100 feet from the building.
- If known, provide emergency responders with information about people still in the building.
- Provide information to emergency responders regarding the reason for evacuation (smell of smoke, location of fire, chemical spill, etc.).
- Never re-enter a building until instructed to do so by the fire department or other official.

Appendix

Sample Course Outlines and Syllabi

Writing Your Slice of Life – Rough Course Outline Fall 2011

(Subject to change at a whim)

Class I – 9/8/11

At-home assignment – bring to read in class on September 22:

"On September 11, 2001 I wasand"

Class II – 9/22/11

At-home assignment – bring to read in class on October 13:

"The teacher I had ingrade was responsible for....."

Class III – 10/13/11

At-home assignment – bring to read in class on October 27:

"One vacation experience my family loves to retell over and over is the time...."

Class IV – 10/27/11

At-home assignment – bring to read in class on November 10:

"The first time I saw the man/woman I married (or fell in love with)...."

Class V - 11/10/11

At-home assignment – bring to read in class on December 8:

"My mother/father/grandparent was the kind of mother/father/grandparent who would ...
(or who would never)"

NO CLASS 11/24 - THANKSGIVING

Class VI – 12/8/11– last meeting for Fall

Sample Course Outlines and Syllabi

The Goddesses in Every Woman, UUFC Course Description:



The Goddesses in Every Woman – Tuesday, 1:00pm, Craig Hall-Gordon Rm 1

The Texts (optional) : *Goddesses in Every Woman*, and *Goddesses in Older Women*, both by Jean Shinoda Bolen , Harper Perennial, Available through Lyons Book Store, Barnes and Noble, and Amazon, approx \$14 each

February 2nd – Overview

Explanation of Jungian Archetypes,
Feminine Images as Archetypes
A tool for personal understanding,
The Book(s) Jean Shinoda Bolen (her personal perspective)

February 9th – The Virgin Goddesses

Athena, Artemis, Hestia

February 16th – The Vulnerable Goddesses

Hera, Demeter, Persephone

February 23th – The Alchemical Goddess

Aphrodite

MARCH 1st NO CLASS

March 8th – Goddesses of Wisdom (*Goddesses for older Women*)

Metis, Sofia, Hecate, and Hestia

MARCH 14TH THROUGH 20TH – SPRING BREAK – NO CLASSES

March 22nd – Goddesses of Rage, Mirth and Compassion (*Goddesses for older Women*)

Sekhmet and Kali-Ma, Baubo, Kuan Yin

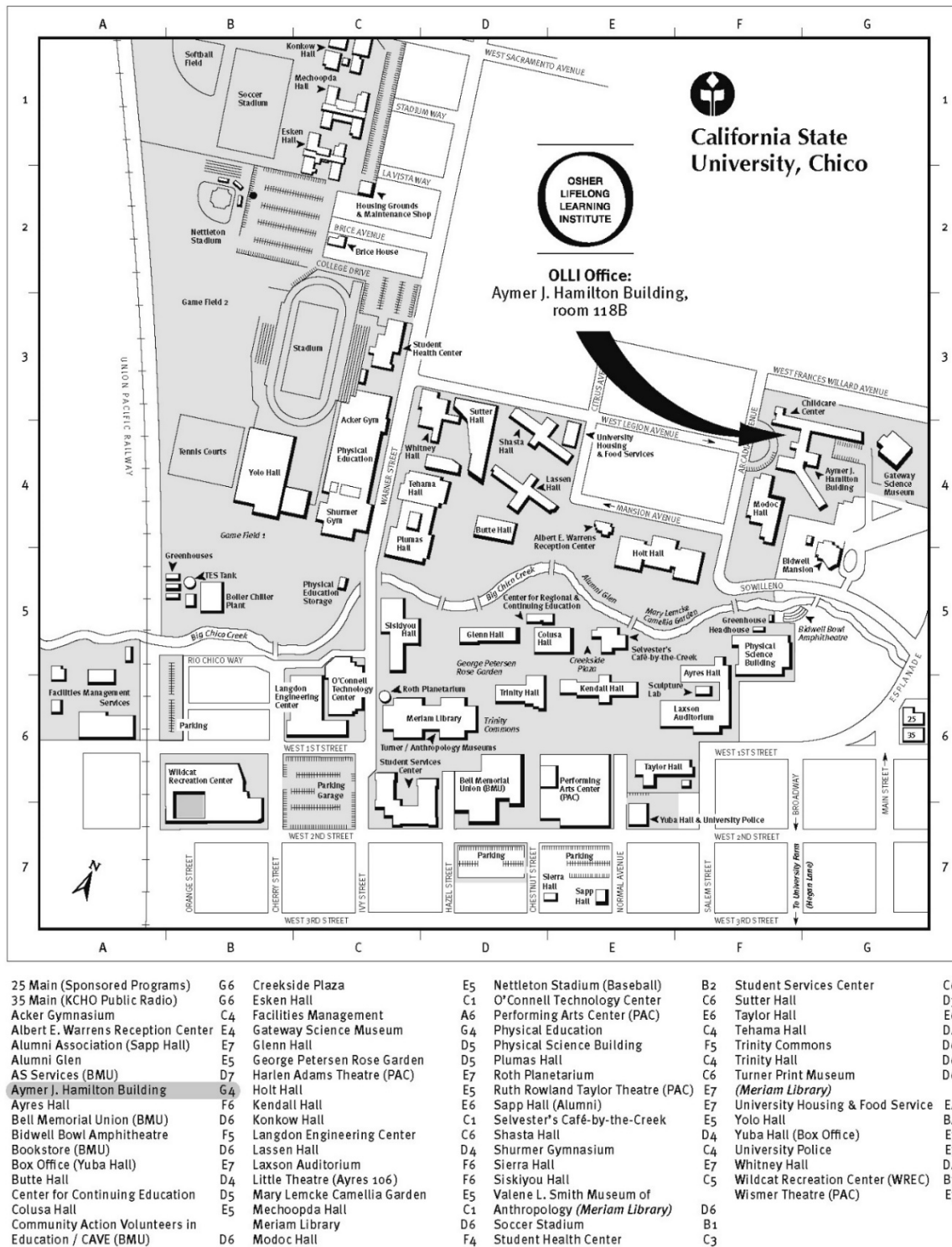
March 29th – Choosing our Goddesses – Telling our Stories

April 5th through May 10th – Class participants working together will present their Goddesses.

Each self -identified group will present the myth, rituals, symbols and personalities of their Goddess, and share to whatever level they are comfortable what traits they identify with in that Goddess. Not all Goddesses may be represented, and we may double up so that everyone gets a chance to share and we still have time to PARTY!

May 10th (or date TBD) *Grand Finale – Come as Your Favorite Goddess Party*

CSU, Chico & OLLI Office Campus Map





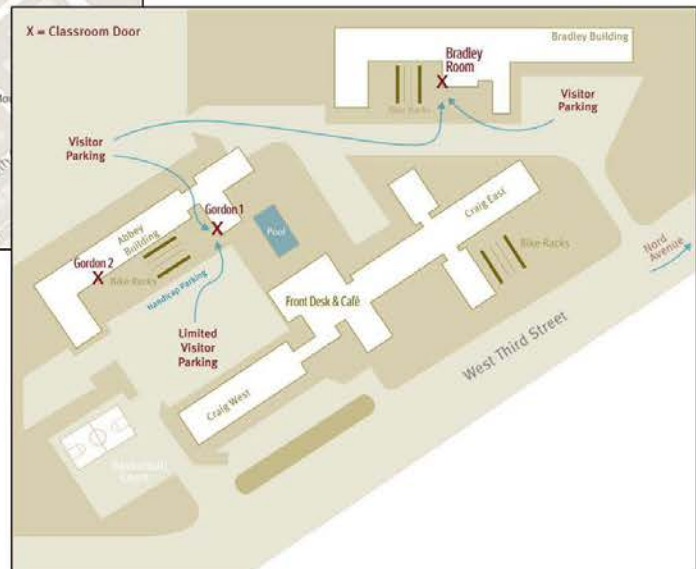
Craig Hall

1400 W. 3rd Street

Cross Street: Nord Ave. / Walnut St.



(For a large map of the Craig Hall complex, see page 2)



Directions

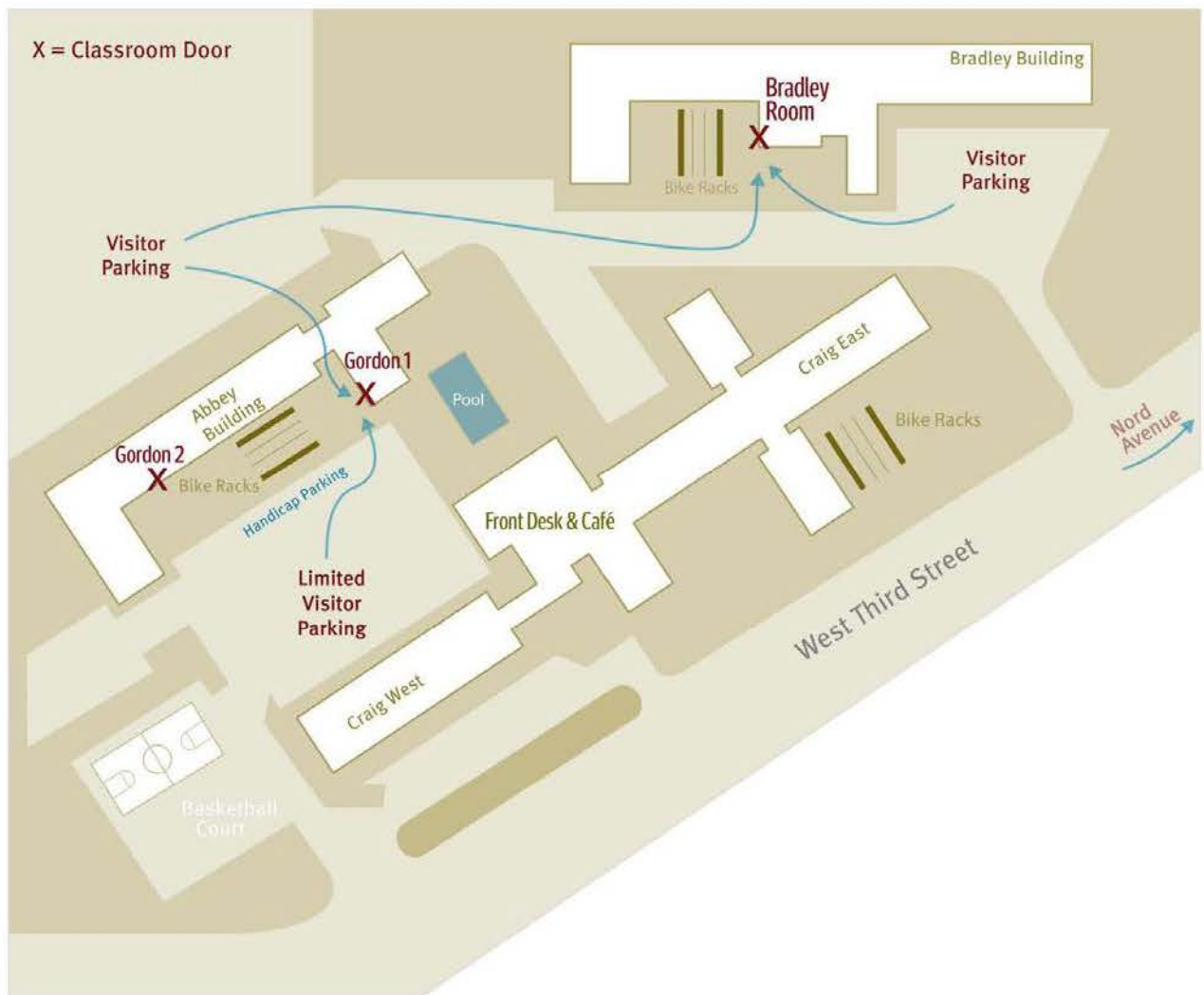
1. From Nord Avenue/Walnut Street/CA-32, turn left/west onto W. 3rd Street. Craig Hall is on your right.
2. There are three visitor parking areas. See map for locations.
3. Abbey Building is on right (next to pool).
4. Gordon Room & Bradley Room doors are marked with X's on the map above.

Keys

Each Peer Leader is authorized to check out the room key. Go to the Front Desk in the Main Lobby. The key room is in a small office, just to the right of the entrance to dining room.

Contact

Mandie Burson at (530) 893-7009



General Procedures for Classroom Emergencies, Page 1

Emergency Procedures for (classroom location) _____

Classroom address _____

DIRECTIONS – (Insert driving instructions for emergency responders) _____

EMERGENCY	FIRST ACTION	SECOND ACTION	ASSISTANT ACTIONS
FIRE	<ul style="list-style-type: none"> • Call 911 and report essential information: <ol style="list-style-type: none"> 1. Your location including the building and room number. 2. The exact location of the fire. 3. The extent of the fire (small, large, etc.) and type of fire if you can identify it (wastepaper basket, electrical, chemical, etc.). 4. The telephone number from which you are calling. • Pull the nearest fire alarm or direct an assistant to locate and activate the alarm. 	<ol style="list-style-type: none"> 1. Quickly gather your personal belongings (backpacks, purse, keys, etc.,) 2. Close all doors behind you – this will help prevent the spread of smoke and fire 3. Immediately begin to exit the building using the nearest safe exit 4. Do not attempt to use elevators 5. Evacuate the area and assist others who need help. 6. Move away from the fire location and avoid blocking arriving emergency vehicles. 	<ol style="list-style-type: none"> 1. Locate and pull manual fire alarm if not already activated. 2. Assist with emergency evacuation if necessary. 3. Report the emergency to the Craig Hall office in the front building. 4. Walk towards street or area entrance to meet emergency response vehicles and direct them to the location of the fire.
MEDICAL EMERGENCY	<ul style="list-style-type: none"> • Call 911 • Report essential information: <ol style="list-style-type: none"> 1. Your location including the building and room number. 2. The exact location of the injured person. 3. The nature of the medical emergency. 4. The telephone number from which you are calling. 	<ol style="list-style-type: none"> 1. If needed, stay on the phone with the dispatcher and answer questions or relay essential information. 2. Provide first aid if you are qualified and able to do so. 3. Clear the entrance area and prepare for medical responders. 4. Check to ensure a clear breathing airway. 5. Do not move the injured person. 	<ol style="list-style-type: none"> 1. Assist with clearing the area or entrance approaches to the injured location. 2. Report the emergency to the Craig Hall office in the front building. 3. Walk towards street or area entrance to meet emergency response vehicles and direct them to the location of the victim.

General Procedures for Classroom Emergencies, Page 2

EMERGENCY	FIRST ACTION	SECOND ACTION	ASSISTANT ACTIONS
ACTS OF VIOLENCE	<ol style="list-style-type: none"> 1. Stay calm. 2. Secure your own safety and the safety of others around you. 3. Take cover. 4. When able, call 911 and describe the following: <ul style="list-style-type: none"> • The activity that prompted the call. • The location where the incident took / or is taking place. • The individual (s) involved in the violence (physical features, clothing, etc.). • Any weapons that were involved. • Any injuries occurred 	<ol style="list-style-type: none"> 1. Cooperate with law enforcement personnel when they have responded to the call and taken control of the situation. 2. If you witnessed an act of violence, be prepared to make a statement describing what you saw, when you saw it etc. 	<ol style="list-style-type: none"> 1. Assist people with limited mobility to take cover and improve their location. 2. Be prepared to move to a safer location and call 911. 3. Assist law enforcement as necessary and be prepared to give witness statements.
EMERGENCY EVACUATION	<ol style="list-style-type: none"> 1. Call 911 if emergency response is required. 2. Proceed to the nearest safe exit in an orderly fashion 3. Assist others if they need help. 4. Close all doors as you exit. 5. Use care when descending stairs and use the handrails. 6. Leave the building and move to a safe distance. 	<ol style="list-style-type: none"> 1. Assemble at least 100 feet from building – go to designated Rally Point if possible 2. If known, provide emergency responders with information about people still in the building 3. Provide information to emergency responders regarding the reason for evacuation (smell of smoke, location of fire, chemical spill, etc.) 4. Never re-enter a building until instructed to do so by the fire department or other official 	<ol style="list-style-type: none"> 1. Ensure that emergency responders have been notified. 2. Assist people with limited mobility to evacuate safely 3. Move everyone to a safe distance. 4. Report the emergency to the Craig Hall office in the front building. 5. Walk towards street or area entrance to meet emergency response vehicles and direct them to the location of the problem.