



DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION
CITY OF CHICAGO

AGREED PLAN OF OPERATION

Licensee: Family Guidance Centers, Inc.
Premises: 310 W. Chicago Ave.
Chicago, Illinois 60610
License Type: Limited Business License (1010)
Account Number: 87040

Pursuant to MCC 4-4-313, the City of Chicago Department of Business Affairs and Consumer Protection (BACP) and the above named Licensee have agreed to the following license conditions concerning the operation of the business:

1. Cooperation with Police, Alderman, and Community

- a. Licensee shall immediately address any public nuisance issues which adversely impact the health, safety and welfare of the community.
- b. Licensee or a representative shall attend all regularly scheduled CAPS meetings, Hospitality Business Meetings, and meetings with Aldermen, the Police Commander, and community residents or groups to discuss concerns regarding the operation of the business.
- c. Licensee shall cooperate with all law enforcement agencies, including the Chicago Police Department (CPD), and shall cooperate with investigations and requests for books, records, video, and information. Licensee shall follow recommendations made by CPD to reduce traffic congestion, jaywalking, and illegally parked patient transport vehicles.
- d. Licensee shall report any illegal or suspicious activity on the licensed premises or in the adjacent area to the police. This includes, but is not limited to loitering, violence, public urination, drug sales, drug use, and public intoxication. Licensee shall maintain a log of all 911 calls, including the date, time, and reason for call. Said log shall be available to CPD or BACP upon request.



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2. **Public Safety**

- a. Licensee shall engage the services of a licensed and bonded security company. Security staff shall wear a shirt or jacket with the word "Security" to identify him or her as Licensee's security. Security staff will monitor the interior and exterior of the licensed premises and the adjacent areas. Licensee shall maintain the use of professional off-duty police officers as security staff. Security staff shall actively patrol the licensed premises and adjacent areas, including but not limited to the south side of Chicago Avenue between Franklin & Orleans, from 6:00am until 5:00pm Monday through Friday, and from 6:00am until 2:00pm on Saturdays. In addition, licensee will have at least two additional staff assigned to the exterior of the building and the surrounding areas to assist security staff. The number of security guards inside shall be proportional to the patient load of the facility.
- b. Licensee shall maintain security cameras to monitor the premises and link them to the Office of Emergency Management and Communications (OEMC). Licensee shall index all camera recordings by date and time. Licensee will preserve all camera recordings on Licensee's computer system for at least seven (7) days after recording. All camera recordings will be stored at the licensed premises in a secure manner within its offices, the access to which shall be limited only to authorized Licensee personnel.
- c. Security staff shall disperse individuals loitering or engaging in illegal activities surrounding the licensed premises.
- d. Licensee shall maintain a telephone number for community members to call or text message with immediate concerns. Licensee or its security staff shall respond appropriately.
- e. Licensee shall maintain prominent "No Loitering" signs and continue to enforce its "zero tolerance" no loitering policy, immediately discharging patients that are loitering near the treatment facility. This policy shall be communicated to each patient that receives treatment at the site.
- f. Licensee shall maintain prominent "No Jaywalking" signs and continue to enforce its "zero tolerance" no jaywalking policy, immediately discharging patients identified as habitual jaywalkers. This policy shall be communicated to each patient that receives treatment at the site.

3. **Patient Capacity**

- a. Licensee shall strictly monitor the number of patients receiving treatment services at its 310 W. Chicago Ave. facility, and avoid accepting more patients than it is capable of managing. Licensee shall transfer patients to other FGC sites when the number of patients



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receiving treatment is disproportionate to its capacity. On or before July 1, 2019, Licensee shall reduce its patient load to 700 or fewer. Patient load per day shall not exceed security or facility capacity.

4. Parking in Private Areas

- a. Licensee shall notify insurance companies and medical transport companies that private parking areas around its facility are not to be used by medical transport vehicles. Licensee companies that patients are subject to discharge if the transport vehicles do not comply with this rule.

5. Posting of Plan of Operation

- a. Licensee shall post the Plan of Operation next to its business license.

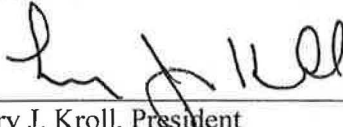
The agreed conditions of the License Plan of Operation are legally binding and may be enforced by City of Chicago enforcement authorities. Violations of the above-stated agreed conditions may result in the imposition of a fine and/or suspension or revocation of all business licenses issued to the licensee. Violations of the above-stated agreed conditions may also result in the issuance of a cease and desist order prohibiting the activity which violates the conditions of the license.

The agreed conditions of the License Plan of Operation shall apply to the business address and licensee, and to all officers, managers, members, partners and direct or indirect owners of the licensed entity. The sale of the business to other persons purchasing the stock of the licensed entity shall be subject to the same agreed conditions set forth in this Plan of Operation.

It shall be the duty of every person conducting, engaging in, operating, carrying on, or managing the above-mentioned business entity to post this License Plan of Operation next to the business license certificated in a conspicuous place at the business address.

Licensee: Family Guidance Center Inc., 310 W. Chicago Ave., Chicago, Illinois 60610

By:

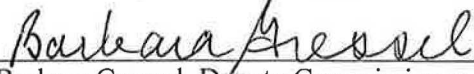


Larry J. Kroll, President
Family Guidance Center Inc.

Date: 3/14/19

-and-

By:



Barbara Gressel, Deputy Commissioner
Department of Business Affairs and Consumer Protection
City of Chicago

Date: 3/14/2019