

EMERGENCY

PROCEDURES GUIDE

Emergencies Overview

What is an emergency?

An emergency is any threat to life and/or property that requires an immediate response from *official first responders* (police, fire, or emergency medical services). Some examples of emergencies are crimes in progress, fire, or a serious injury or illness. If you are not sure if an incident falls into an emergency classification, call 9-1-1 when an immediate response is needed.

What to do in an emergency?

- ✓ Remain calm.
- ✓ Assess the situation and account for the individuals in the area.
- ✓ Focus on the immediate emergency.
- ✓ Evacuate the building when building alarms are sounded and/or as directed by WLC Public Safety or official first responders (fire/police personnel).

How should I report an emergency?

- ✓ Call 9-1-1 in a life-threatening or property-threatening situation.
- ✓ In non-life-threatening situations, contact WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.
 - Stay on the phone until notified otherwise.
 - Provide your name, and the address and detailed description of the location of the incident.
 - Provide a phone number where you can be reached.
 - Provide a thorough description of the incident to ensure appropriate resources are dispatched.

 **CALL 9-1-1 IN ALL EMERGENCIES** 

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Utility Failure (Gas, Electrical, Plumbing)

Natural Gas Odor/Leak

If you smell natural gas:

- ✓ Evacuate the area immediately.
- ✓ Avoid causing sparks. Do not pull the fire alarm and turn on/off lights/electrical equipment.
- ✓ Call 9-1-1.
- ✓ Call WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.

Electrical Failure/Power Outage

- ✓ Call WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone, if phones are still functional.
- ✓ If the outage is due to a fire or explosion, activate the fire alarm, and then evacuate the environment. Then call 9-1-1 from a safe place. Be prepared to describe the situation.

Plumbing Failure/Flooding

- ✓ If water is present, stop using all electrical equipment.
- ✓ Do not turn on/off or plug in/unplug any electrical equipment.
- ✓ From a safe place, call WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone, if phones are still functional.
- ✓ Evacuate the flooded area for safety.

Fire / Smoke

If you see fire or smoke in your immediate area, use the **R.A.C.E.** acronym as a guide.

Rescue/Remove anyone in immediate danger, if it does not endanger your life.

- Advise students, staff, and visitors to evacuate the building.
- Do not use elevators.
- Assist handicapped individuals to the nearest stairwell landing and tell police and/or fire of their location.
- Move well away from the building (at least 500 feet).

Activate the fire alarm.

- Pull the nearest fire alarm station.
- Call 9-1-1 to report the location of the fire/smoke and any other pertinent information. If the call cannot be made safely from the building, call as soon as you find a safe place.

Confine/Contain.

- To prevent the spread of fire/smoke, contain it to the smallest space possible (i.e., garbage can, closet).
- Close all doors as you leave the room and/or building.
- Do not lock the doors.

Extinguish/Evacuate

- Extinguish the fire if you know the location of a nearby extinguisher and can do so without endangering your safety. Use the P.A.S.S. technique for proper fire extinguisher usage.
 - ▶ P.A.S.S. – **P**ull the pin, **A**im at the fire, **S**queeze the trigger, **S**weep from side to side over the flames.
- Evacuate the building via the closest exit doors.

If you hear a fire alarm:

- ✓ You must evacuate the building. Ensure that all present in your area also evacuate.
- ✓ Shut the door, but do not lock the door.
- ✓ Evacuate the building via the nearest fire exit and remain well away from the building (at least 500 feet) until informed that you may re-enter by a WLC Public Safety Officer or an official first responder.

Bomb / Campus Threat

Bomb Threat or Threat to Campus

Follow these instructions if you receive communication (i.e., phone call, text, letter, email, social media) related to a bomb threat or other threat to the campus.

- ✓ **Listen to the caller carefully and record/remember what you are told.**
 - How is the campus being threatened?
 - Where is the device/incident on campus?
 - When is it supposed to occur?
- ✓ **Remain calm.**
- ✓ **Call 9-1-1.**
 - Report what the caller said.
 - Stay on the telephone with the dispatcher.
 - Follow the orders of the dispatcher/officer.
 - Do not activate a fire alarm unless told to do so by an officer or the dispatcher. Official first responders follow specific procedures regarding bomb threat responses and evacuations.
 - Report the incident to WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.
- ✓ **If you are told to evacuate:**
 - Close your room door when you leave, but do not lock it.
 - Communicate to others to evacuate.
 - Take all your personal items with you and exit the building.
 - Move away from the building (at least 500 feet) for your safety.
 - Stay away from windows.

Suspicious Object

If a suspicious object (i.e., letter, package) is found:

- ✓ Do not touch it.
- ✓ Remain calm.
- ✓ Report the find to WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.
- ✓ Move away from the building (at least 500 feet) for your safety.

Suspicious Person / Personal Threat / Disturbance

Suspicious Person

If you see someone on campus who seems out of place:

- ✓ Contact WLC Public Safety immediately at 414.443.8500 or ext. 8500 from a campus phone.
- ✓ If the person is threatening you or you feel your safety is in danger, call 9-1-1.
- ✓ Then contact WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.

Tips to remain safe:

- Always lock your campus residence/office.
- Always lock your car doors and keep valuables out of sight.
- Walk with a friend or in groups after dark (escorts are available through WLC Public Safety).
- Do not prop open doors.
- Be aware of who is following you into buildings.
- In case of ANY emergency immediately dial 9-1-1.

Personal Threat or Disruptive Event

If you are a victim of or a witness to a verbally or physically abusive individual or a disruptive situation:

- ✓ Call WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.
- ✓ If you feel your or others safety is in danger, call 9-1-1 and then contact WLC Public Safety.
 - Be prepared to describe the situation in detail.
 - Follow any directions given.
- ✓ If possible, move yourself and/or the person being targeted with abuse to a room where the door can be locked.
- ✓ Remain calm and support others involved.
- ✓ Attempt to diffuse the situation verbally but not physically.
 - Acknowledge anger, but calmly ask the abusive/disruptive person to leave.
 - If the person will not leave, tell them the authorities have been called and they must leave immediately.
 - Never needlessly endanger yourself or continue to argue.
- ✓ Any threats of violence or threatening the use of weapons should be reported by calling 9-1-1 and then WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.

Severe Weather / Tornado

The National Weather Service will issue a public announcement for watch or warning in the event of severe weather.

Watches

When weather conditions are right, a severe weather watch may be issued.

- ✓ **Continue normal activities, but regularly monitor the situation.**
 - Severe weather watches may be issued for the following conditions: flooding, high winds, thunderstorms, blizzards, hail, and tornados.
 - A tornado watch is issued when conditions are favorable for the formation of a tornado. A watch means that a tornado has not been sighted but may be possible.

Warnings

If severe weather is approaching or a tornado has been sighted in the area, a severe weather warning will be issued.

- ✓ **Move to appropriate shelter or prepare to move to shelter.**
 - Remain indoors and away from all windows until the severe storm passes.
 - If you are outside, seek shelter immediately during extreme winds and large hail.
 - If a tornado warning has been issued, seek shelter immediately. See below for details.
- ✓ **Report life-threatening injuries by calling 9-1-1.**
 - Report property damage by calling WLC Public Safety at 414.443.8500 or ext. 8500 from a campus phone.

Tornado Warning

A tornado warning is issued when a tornado has been spotted in the area and people in its path are in danger.

- The community emergency warning sirens will sound.
- Do not pull the fire alarm for tornado warnings.
- Do not evacuate buildings.
- Move to the lowest possible level of the building or to interior hallways or rooms with no windows (i.e. closets, bathrooms).
- Avoid rooms with large roof expanses (i.e., gymnasiums)
- Stay as far away as possible from furniture, windows, and exterior doors.
- Close all doors, making sure they latch.
- Sit on the floor with your back to the interior wall.
- Cover your head with your arms.
- Shelter in place until the warning is lifted.

Medical / Mental Health Intervention

Minor Intervention

A non-life-threatening illness or injury

- ✓ Call the WLC Office of Health Services at 414.443.8549 or ext. 8549 from a campus phone.

Emergency Intervention

A serious or life-threatening illness or injury that requires immediate medical attention

- ✓ Call 9-1-1 and be prepared to provide a description of the situation.
- ✓ Follow the instructions given by the 9-1-1 dispatcher. This may include:
 - Checking the victim's pulse and if he/she is breathing.
 - Providing resuscitation efforts to restore or maintain breathing and heartbeat.
 - Stopping severe bleeding with direct pressure, when possible.
 - Keeping the victim warm.
 - Stay with the person until help arrives.
- ✓ Do not approach people who have been injured by electrocution or toxic exposure, unless they are clearly away from the hazard.
- ✓ Do not move a seriously injured person, unless they are in an unsafe area.

Mental Health Intervention / Psychiatric Episode

A situation involving a person who is demonstrating behavior that is irrational and could lead to harmful activity to him/herself or others.

- ✓ Call the WLC Office of Health Services at 414.443.8549 (ext. 8549 from a campus phone) or 414.443.8630 (ext. 8630 from a campus phone).
- ✓ Call, if needed, the WLC Director of Residence Life at 414.443.8689 (ext. 8689 from a campus phone) and the WLC Dean of Students at 414.443.8825 (ext. 8825 from a campus phone).
- ✓ Protect the person from harming him/herself or others by removing objects such as glass or sharp objects.
- ✓ Calmly address the person and establish communication, if possible.
- ✓ Clear the area and establish as much privacy as possible for the person and staff who are present.

In a situation where there is imminent danger to the person or others, call 9-1-1. Situations that require immediate medical attention include:

- The extent of the injury is unknown (i.e., bleeding or unresponsive).
- The person may have ingested a potentially dangerous substance.
- The person has threatened harm to self and has been using alcohol/drugs.

 **Poison Control Center: 1.800.222.1222**

Active Shooter

There is no warning of an active shooter. Depending on the shooter's location, respond according to one of the following.

RUN

- ✓ Locate the nearest exit and determine whether you can exit the building safely.
- ✓ Exit the building if you can do it safely.

How to exit a building safely:

- Do not grab personal belongings.
- Do not attempt to treat or remove injured people, but note their locations so that you may provide the information to emergency responders.
- Move quickly as you exit. If you encounter the police, show your hands and follow their commands.
- Proceed to a safe location.
- Remain at the designated assembly area until you are released.
- Always comply with commands from official first responders.

HIDE

- ✓ If you cannot escape, determine if the room you are in or near can be locked or barricaded. If it cannot be secured, proceed to a room that can be locked or barricaded if you can do so safely.
- ✓ Stay out of sight (i.e., in closets, under desks).
- ✓ Lock all doors and windows, turn off the lights and silence your mobile phones.
- ✓ When safe to do so, call 9-1-1 and be prepared to provide a description of the situation.
- ✓ Remain sheltered until notified by official first responders or through the campus emergency alert notification system. Do not respond to suspicious, unidentified, or unrecognized voice commands.

FIGHT

- ✓ If you cannot escape, attempt to overpower the shooter with any aggressive force using speed, surprise, and violence of action (i.e., multi-person attack, improvised weapon).

What to expect from responding officers:

- ✓ First responders will be clearly identified.
- ✓ Officers will point firearms at you while seeking the threat. This can be scary but it is normal. Avoid any sudden movements and obey all officer commands. Keep your hands visible to officers at all times.
- ✓ Responding officers are trained to proceed immediately to the area where shooting is taking place to neutralize the threat. If you are injured, they will not stop to assist you.
- ✓ Remain calm and immediately comply with all commands from law enforcement officers.

Hazardous Waste or Biological Spill / Exposure

In the event of a **spill of chemical or hazardous waste**:

- ✓ Evacuate the area and keep people away from the spill.
- ✓ Do not approach the spill or try to clean it up yourself.
- ✓ Do not T.E.S.T. the spill (Touch, Eat, Smill, Taste).
- ✓ If you determine the spill could cause a fire or major injury:
 - Immediately activate the nearest fire alarm.
 - Call 9-1-1 to report the situation.
- ✓ If you determine the spill will not cause an imminent hazard:
 - Contact WLC Public Safety to report the spill at 414.443.8500 or ext. 8500 from a campus phone.
 - For spills located in Generac Hall, call:
 - ▶ Generac Reception Desk (414.443.8733 or ext. 8733)
 - ▶ Generac Hall Building Manager (414.443.8766 or ext. 8766)
- ✓ Do not re-enter the area until notified by WLC Public Safety or official first responders.

In the event of **personal exposure to a chemical or hazardous waste**:

Follow these chemical exposure decontamination protocols:

- ✓ Flush the affected area with large amounts of water.
 - Eyes and/or face – flush in nearest eyewash station for 15 minutes.
 - For large spills, use a safety shower, if available.
- ✓ Remove clothing that may be contaminated.
- ✓ Seek professional medical attention, if necessary.

In the event of **personal exposure to or a spill of Biological or Bloodborne Pathogens**:

- ✓ If a spill of body fluid is present, secure the spill scene and contact WLC Public Safety to report the spill at 414.443.8500 or ext. 8500 from a campus phone.

WLC has a policy to comply with OSHA Bloodborne Pathogens Standards. The policy includes:

- How to protect individuals from the health hazards associated with bloodborne pathogens.
- Treatment and counseling should an individual be exposed to bloodborne pathogens.
- Training for personnel who may come into contact with bloodborne pathogens.
- For a copy of the policy, please contact WLC Human Resources at 414.443.8826 or ext. 8826 from a campus phone.

Emergency Contact Numbers

For internal calls placed from a campus phone, use the four digit extension only.

General

Fire, Police, or Medical Emergencies9-1-1

You do not need to dial 9 before dialing 9-1-1 when using a campus phone.

Facilities Management (day).....414.443.8882

Facilities Management (night)414.443.8500

Poison Control..... 9 + 1.800.222.1222

Public Safety.....414.443.8500

Building Managers

Campus Center414.443.8870

Center for Arts and Performance414.443.8702

Generac Hall414.443.8766

Greenfield Administration Building.....414.443.8590

Recreation Complex414.443.8871

Residence Halls.....414.443.8689

Schwan Library & Modern Languages414.443.8862

Administrative Departments

Admissions Office414.443.8811

Business Office414.443.8855

Financial Aid Office414.443.8856

Human Resources414.443.8826

Marketing and Communication.....414.443.8544

Registrar's Office414.443.8785