WAUKEsha CounTY TECHNICAL COLLeGe

emergenCy reSponSe plan

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Revision Level: 2

Prepared by: Jayson Scherer, Environmental, Health and Safety Coordinator
# Waukesha County Technical College
## Emergency Response Plan
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1. PURPOSE
The Emergency Response Plan has been implemented to establish procedures and organizational structure for responding to emergency situations at Waukesha County Technical College. The primary objectives of this plan are as follows:

- Manage emergency situations in a manner that is systematic, efficient, and gives primary consideration to life safety.
- Stabilization of the emergency.
- Effective communication throughout an emergency response.
- Property / environmental conservation during a state of emergency.
- Viability of the institution during an emergency.

The plan is not intended to cover every conceivable situation, however, it does provide the guidelines necessary to cope with most foreseeable emergencies. This plan shall be subordinate to the plans of local, state or federal authorities responding to emergency situations at Waukesha County Technical College.

The plan covers the following Waukesha County Technical College Campus locations.

<table>
<thead>
<tr>
<th>Pewaukee</th>
<th>Waukesha</th>
<th>Sky Plaza</th>
</tr>
</thead>
<tbody>
<tr>
<td>800 Main Street</td>
<td>327 E. Broadway</td>
<td>2110 Pewaukee Rd</td>
</tr>
<tr>
<td>Pewaukee, WI 53072</td>
<td>Waukesha, WI 53186</td>
<td>Waukesha, WI 53188</td>
</tr>
<tr>
<td>(262) 691-5566</td>
<td>(262) 695-6500</td>
<td>(262) 896-2035</td>
</tr>
</tbody>
</table>

2. SCOPE
This program applies to all employees, students, and visitors and encompasses all buildings and grounds owned and operated by Waukesha County Technical College. The types of foreseeable emergency covered under this plan include:

<table>
<thead>
<tr>
<th>Building Evacuation</th>
<th>Elevator Failure</th>
<th>Medical Emergencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>Severe Weather</td>
<td>Power Outage</td>
</tr>
<tr>
<td>Gas Leaks</td>
<td>Spill Response</td>
<td>Bomb Threat</td>
</tr>
<tr>
<td>Suspicious Package</td>
<td>Violence on Campus</td>
<td>Criminal Activity</td>
</tr>
<tr>
<td>Concerning Behavior</td>
<td>Civil Disturbance</td>
<td>Media Communications</td>
</tr>
</tbody>
</table>

3. RESPONSIBILITIES
Employees, Students and Visitors share in the responsibility of an organized and safe response to emergency situations. Outlined below are the responsibilities of each.

Emergency Coordinator
- Lead emergency response activities during an emergency situation.
Emergency Response Plan

- Refer to the Emergency Response Infrastructure Section for a list of additional responsibilities.

Crisis Management Team
- Coordinate emergency response activities.
- Refer to the Emergency Response Infrastructure Section for a list of additional responsibilities.

Administration
- Understand and follow emergency response procedures during an emergency situation.
- Communicate emergency response procedures to all the employees and building occupants under their supervision.
- Work with their department to establish department emergency procedures.
- Communicate emergency situations to employees and building occupants under their supervision.
- Evaluate the impact of the emergency on their activity and take appropriate action. This may include ceasing operations and initiating emergency response.
- Support and enforce the procedures of the Emergency Response Plan.

Information Desk Attendant
- Notify Campus Police / 911 when notified of an emergency situation.
- Immediately activate the Crisis Management Team when notified of an emergency situation on campus.
- Forward all received information and questions pertaining to the emergency to the Crisis Management Team. All information received during an emergency should be treated as confidential.
- Communicate emergency response procedures to visitors.

Employees
- Understand and follow emergency response procedures during an emergency situation.
- Communicate emergency response procedures and situations to students and / or visitors.

Students / Visitors
- Understand and follow emergency response procedures during an emergency situation.

4. TRAINING / CAMPUS EXERCISES
Trained and knowledgeable personnel are essential for the prompt and proper execution of the Emergency Response Plan. Waukesha County Technical College will provide the necessary training to employees so they can execute their responsibilities in an effective and responsible manner.
Training will be coordinated by the Environmental, Health & Safety Coordinator. Initial training will be completed during the new employee orientation and refresher training will be conducted as needed or when significant modifications are made to the plan.

It will be the responsibility of the employee to complete training and notify their Supervisor or Environmental, Health and Safety Coordinator if they have any questions.

The Crisis Management Team will conduct emergency drills on a periodic basis to allow staff and students an opportunity to practice their roles during an emergency.

The emergency response procedures and training will be available to employees and students on WCTC’s Portal.

5. EMERGENCY RESPONSE CRITIQUES AND PLAN UPDATES
Following emergencies or campus exercises, a written critique will be prepared by the Environmental, Health and Safety Coordinator based upon the comments and suggestions of the Crisis Management Team. As necessary, the plan will be modified to incorporate lessons learned from emergencies and drills.

6. NOTIFICATION OF CRISIS MANAGEMENT TEAM / CAMPUS COMMUNICATION
In the event of an emergency situation, the following procedure will be used for activating the Crisis Management Team and communicating information.
When an emergency occurs, immediately report it to Campus Police / Security or 911. Once Campus Police / Security or 911 have been contacted, contact should be made with the Information Desk Attendant so they can initiate the Crisis Management Team. The Information Desk Attendant will contact the Crisis Management Team members in the order they’re listed in the table below until voice contact has been made with at least one of the members.

The first Crisis Management Team member reached will assume the role of Emergency Coordinator and be responsible for notifying the rest of the Crisis Management Team. The notification should include a short description of the situation and location of the Command Center will be set. Upon receipt of the call, all available Crisis Management Team members should immediately report to the Command Center.

**Notification of President / Executive Team**

Once the Crisis Management Team has had an opportunity to confirm and obtain information on the emergency situation, the Manager of Executive Operations will notify the President and Executive Team of the situation. In the absence of the Manager of Executive Operations, the Emergency Coordinator will make this call.
Notification of Employees and Students
Once the Crisis Management Team has reviewed the situation with the President and Executive Team an update will be provided as needed to employees and students.

Notification of Media and Public
The Crisis Management Team, President, Executive Team and Media / Communications Department will work together to prepare and release communications to the media and public.

7. COMMAND CENTER
The command center (see table below) is where the Crisis Management Team will meet to coordinate college response activities. The Emergency Coordinator will be responsible for establishing and communicating the location of the command center.

<table>
<thead>
<tr>
<th>Pewaukee Campus</th>
<th>Waukesha Campus</th>
<th>Sky Plaza Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-109, C-119, C-208 &amp; Dueco Room</td>
<td>101 G</td>
<td>To be determined at time of event</td>
</tr>
</tbody>
</table>

Command centers established by local, state and/or federal authorities will serve as the primary command center since they will be the Incident Commander. The following locations have been identified as command centers for the college.

8. EMERGENCY RESPONSE INFRASTRUCTURE
Waukesha County Technical College will use a two level system consisting of an Emergency Coordinator and Crisis Management Team to handle emergency situations at the college. Outlined below is the chain of command that will be followed.
Emergency Coordinator

The Emergency Coordinator will be responsible for leading the emergency response activities and serving as the primary contact during an emergency situation. The Emergency Coordinator will be determined during the notification phase of the emergency. The first Crisis Management Team member notified of the emergency situation will assume the role of Emergency Coordinator. Once the Crisis Management Team has had an opportunity to review the emergency situation at hand, the team will identify who is best suited to serve as the Emergency Coordinator for the situation at hand.

Whenever emergencies involve the response of local, state or federal authorities, the highest ranking authority on scene will assume the role of Incident Commander and will take control of the scene from the college. The college’s Emergency Coordinator will serve as the Waukesha County Technical College’s liaison with the Incident Commander.

The Emergency Coordinator will have the following responsibilities:

- Activation of the Crisis Management Team
- Work with the Crisis Management Team to coordinate and execute operations in a constructive and safe manner.
- Serve as the liaison with responding local, state or federal authorities.
- Activate and oversee on-campus and off-campus resources.
- Ensure briefings are prepared and presented in a timely manner to the President and Executive Team during and following the incident.
• Ensure that the incident is properly documented.

Crisis Management Team
In the event of an emergency situation at Waukesha County Technical College, the Emergency Coordinator will activate and oversee the Crisis Management Team. The Crisis Management Team will be responsible for coordinating emergency response activities on behalf of the college. The Crisis Management Team is made up of the following individuals.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Work Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jayson Scherer</td>
<td>Environmental Health &amp; Safety Coordinator</td>
<td>262-691-5226</td>
</tr>
<tr>
<td>James Rehagen</td>
<td>Manager of Executive Operations</td>
<td>262-691-5055</td>
</tr>
<tr>
<td>Jeff Leverenz</td>
<td>Director of Facilities Operations</td>
<td>262-691-5301</td>
</tr>
<tr>
<td>David Brown</td>
<td>Associate Vice President - Human Resources</td>
<td>262-691-5346</td>
</tr>
<tr>
<td>Deb Wallendal</td>
<td>Associate Vice President - Student Services</td>
<td>262-691-5240</td>
</tr>
<tr>
<td>Susanne Fenske</td>
<td>Director of Student Development</td>
<td>262-691-5295</td>
</tr>
<tr>
<td>Rhonda Howard</td>
<td>Building Services Supervisor - (Evenings)</td>
<td>262-691-5164</td>
</tr>
<tr>
<td>Cary Tessmann</td>
<td>Chief Financial Officer</td>
<td>262-691-5214</td>
</tr>
<tr>
<td>Rodney Nobles</td>
<td>Chief Information Officer</td>
<td>262-691-5362</td>
</tr>
<tr>
<td>Shelly Janke</td>
<td>Public Relations Specialist</td>
<td>262-691-5450</td>
</tr>
</tbody>
</table>

The Crisis Management Team will have the following responsibilities:
• Coordinate and ensure response activities are carried out in a constructive and safe manner.
• Establish a system for gathering and communicating information.
• Work with the President, Executive Team and Marketing / Communications Department to provide communications to employees, students and the media in a timely manner.
• Resolve immediate concerns and plan for the interim continuance of campus activities until operations are back to normal.
• Work cooperatively with responding local, state or federal authorities.
• Assemble damage assessments and coordinate a plan for recovery.
• Document the incident.

President and Executive Team
Once the Crisis Management Team has had an opportunity to confirm and obtain information on the emergency situation, the Manager of Executive Operations will notify the President and Executive Team of the situation. In the absence of the Manager of Executive Operations, the Emergency Coordinator will make this call.

Regular briefings will be provided to the President and Executive Team throughout the incident. Once a recommendation has been reached by the Crisis Management Team, the Emergency Coordinator will review it and seek approval before implementation from the President and Executive Team.
The Executive Team will have the following responsibilities:

- Ensure the college’s survival and recovery efforts are successful to the fullest extent possible.
- Keep the College Board of Directors informed of the sequence of events.
- Maintain executive-level liaison with government officials at appropriate levels
- Serve as the sole point of contact for media inquiries and releases of public information during emergency incidents.

9. COLLEGE RESOURCES

The Crisis Management Team will utilize various college resources throughout all stages of the emergency. Below is a list of the college resources available and the support they can provide:

**College Police / Security**
- Serve as initial contact point in all university emergencies.
- Contact and communicate with local emergency responders.
- Provide updated information to Emergency Coordinator.
- Provide crowd and traffic control.
- Assist with campus evacuations.
- Document the incident.

**Emergency Response Team**
- Responding to and assisting with emergency situations on campus.
- Directing and assisting staff, students and professional emergency responders
- Assisting with building evacuations due to a fire emergency, gas leaks, chemical spills or other emergencies requiring evacuation
- Assisting with severe weather procedures
- Performing duties as assigned by the Crisis Management Team as needed during emergency situations

**Risk Manager**
- Understand College insurance policies as it relates to emergency situations and work with insurer to gain maximum claim recovery.
- Identify and mitigate potential risks to minimize loss exposure.
- Advise the Emergency Coordinator and Crisis Management Team of the appropriate actions to be taken to allow for recovery under insurance.
- Serve as the contact for persons questioning or contemplating insurance claims against the college as a result of the incident.
- Track emergency-related costs.
- Review procedures as needed.

**Facilities Services**
• Take the appropriate actions to prevent damage or minimize further damage to college property.
• Coordinate necessary corrective actions to restore the college facilities to operational status.
• Provide the necessary staff, equipment, transportation vehicles and supplies.
• Coordinate emergency debris removal and actions required to make the campus accessible to emergency response vehicles.
• Contact and serve as liaison with service suppliers and other outside resources.
• To develop and maintain standard operating procedures and response protocols for damage assessment and mitigation, debris clearance, transportation, storage, repair and restoration.

**Environmental, Health and Safety**
• Review and update the Emergency Response Plan as required or annually.
• Serve as a resource both to internal and external customers on issues pertaining to environmental, health and safety during emergency situation.
• Notify local, state and/or federal agencies as necessary.
• Coordinate workers compensation activities.

**Marketing / Communications**
• Work with the Crisis Management Team, President and Executive Team to establish employee, student and media communications.
• To keep accurate records of releases to the media, data and/or documents substantiating the information provided, etc.

**Student Development**
• Provide the Crisis Management Team with student information as requested.
• Work with Environmental, Health and Safety Department to promote and communicate the responsibilities of the students during an emergency.
• Prepare and send out student communications.
• Contact student emergency contacts.

**Information Technology**
• Provide support in getting command center up and running.
• Activation of WENS System “WCTC Alerts.”
• Provide technical support to responding authorities.
• Maintain the college operating system.

**Human Resources**
• Coordinate EAP Services.
• Contact employee emergency contacts as needed.
• Author employee communications.
• Prepare and send out employee communications.
Financial Accounting Services

• Work with Crisis Management Team to track and manage expenses incurred from the emergency.

10. EMERGENCY RESPONSE PLAN PROCEDURES
This section of the plan contains the recommended procedures to be followed during specific types of emergencies, emergency response and building closures affecting WCTC buildings. The general procedures are consistent in intent, but may vary by campus to address specific needs of each campus site. Emergency Response Procedures should be followed in sequence, unless conditions dictate otherwise. A copy of these procedures shall be readily available to all college employees, upon written request to the Environmental, Health and Safety Office.

11. EMERGENCY CONTACTS
When an emergency occurs on campus, Campus Police / Security or 911 should be the notified before contacting internal resources. When calling 911, the following information will need to be provided to the dispatcher.

• Name of caller
• Nature of the emergency
• Location of Emergency (Building / Room Number)
• Number of people involved
• Phone number you are calling from
• Follow the directions provided by the dispatcher

Internal and external emergency contact telephone numbers are located in Appendix A and Appendix B.

12. EVACUATION MAPS
Evacuation maps identifying the location of the following items have been located in classrooms and offices throughout campus and on the portal. The maps will be updated by Facilities Services and the Environmental Health and Safety Department on an as needed basis.

• Exit routes
• Severe weather shelters
• Designated evacuation staging areas
• Automated External Defibrillator (AED)
• Evacuation stair chairs
Online copies of the evacuation and shelter maps are also available on the following link. Emergency Evacuation Maps

In addition to the evacuation maps, emergency response procedures will be posted in classrooms, offices and located on the portal.

13. EVACUATION OF INDIVIDUALS WITH DISABILITIES

Individuals with disabilities may need assistance during an evacuation. However, permission should be obtained from the individual before assistance is provided.

Mobility-Impaired
1. Elevators should not be used to move individuals with disabilities.
2. Seek volunteers to assist the individual to the nearest enclosed stairway or designated area.
3. One person should remain with the individual if it can be done without reasonable risk.
4. One person should advise emergency personnel of the individual’s location so the evacuation can be completed.
5. If evacuation is necessary because of life safety concerns find volunteers to assist in the evacuation of the individual. Evacuate the individual per their instructions. The college has evacuation stair chairs available to assist in the evacuation.
6. Ask what type of assistance the individual will need after evacuation.

Visually Impaired
1. Communicate the nature of the emergency.
2. Ask if the individual would like assistance.
3. Offer your arm for guidance.
4. Tell the individual where you are going and advise them of obstacles along the way.
5. Once out of the building, orient them to their surrounding and ask if further assistance is needed.

Hearing Impaired
1. Don’t assume the individual can hear the fire alarm or that they will know what to do by watching others.
2. Turn the lights on and off to get the individuals attention.
3. Provide the individual with directions with gestures or through a note.

14. EVACUATION STAIR CHAIRS

Evacuation stair chairs have been located throughout campus (see table below) to assist in the evacuation of disabled individuals from floors with exits requiring the use of stairs. Evacuation stair chairs are only to be used if evacuation is necessary due to life safety concerns.
15. MEDICAL EMERGENCY
In the event of a medical emergency, the main priority is getting the injured person the appropriate medical attention in a timely manner. In addition to the implementation of the Emergency Response Plan, the college has also installed Automated External Defibrillators and First Aid Kits around Campus.

The following procedure should be used for medical emergencies occurring at the college.

**Treatment of Minor Medical Conditions**
An injury or illness is considered minor if it is not life threatening and the individual is capable of either transporting themselves or making transportation arrangements to take them to a medical care facility.

The following steps should be taken for responding to minor medical emergencies:

1. **Check the scene:** Before treatment is given, the scene should be visually inspected for potential hazards such as electrical, spilled chemicals, blood or other bodily fluids, running machinery, missing machine guarding or any other hazards that may cause injury.

2. **Administer Basic First Aid:** First aid kits are located throughout campus. Be aware of the location of the first aid kit for your work area.

3. **If the injury / illness requires further medical attention (non-emergency)**
   - **For Employees:** If the injured employee isn’t capable of transporting themselves then their supervisor/manager should assist with arranging for alternative transportation (family member, friend, cab, etc) to a medical care facility.

   - **For Students / Visitors:** If the injured student / visitor is not capable of transporting themselves then either the instructor or the individual supervising the activity should assist with arranging for alternative transportation (family member, friend, cab, etc) to a medical care facility.
WCTC employees are not to transport co-workers or students while on college time. If a WCTC employee chooses to transport an injured individual on their own time they will be doing so at their own risk.

Individuals requiring medical attention may either use one of the medical care facilities listed below or a medical provider of their choice.

<table>
<thead>
<tr>
<th>Medical Treatment Facilities near WCTC Campuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aurora Urgent Care (I-94 &amp; 164)</td>
</tr>
<tr>
<td>W231 N1440 Corporate Court</td>
</tr>
<tr>
<td>Waukesha WI 53186</td>
</tr>
<tr>
<td>262-896-6000</td>
</tr>
<tr>
<td>Waukesha Memorial Hospital</td>
</tr>
<tr>
<td>725 American Ave</td>
</tr>
<tr>
<td>Waukesha, WI 53188</td>
</tr>
<tr>
<td>262-928-1000</td>
</tr>
</tbody>
</table>

4. **Complete an accident report:**
   All accidents resulting in injury / illness, shall be reported to the Environmental, Health and Safety Office within 24 hours of the incident. WCTC’s online Incident / Accident Report (available on the employee and student portals) shall be used to report all incidents.

**Responding to Serious Medical Emergencies**
An injury or illness is considered serious if it is life threatening and/or the individual cannot transport themselves to a medical care facility. If in doubt, follow the steps outlined below:

1. **Check the scene:**
   - Before treatment is given, the scene should be visually inspected for potential hazards such as electrical, spilled chemicals, blood or bodily fluids, running machinery or any other hazards that may cause injury.

2. **Contacting Emergency Medical Services (EMS):**
   - **Dial 911.**
   - Provide the dispatch person with your name, the nature of the emergency, your exact building / room # and the phone number you are calling from.
   - Follow any instructions given, repeat statements so that both you and the dispatch person are clear on instructions.
   - Stay on the line until you are told it is OK to hang up.
   - Call the Information Desk to inform them that emergency services have been contacted.
   - Information Desk Attendant should activate the Emergency Response Team and then notify the Environmental, Health and Safety Coordinator when an ambulance has been requested at the College for a serious injury / illness.
   - Assign an individual to meet EMS at the entrance you requested them to report to and escort them to the injured individual.
It is important to understand that the person for whom the rescue unit is called for will be billed for that service. The college does not pay for this expense.

3. Transporting the injured individual to the hospital / medical clinic:
   - If the injured individual is going to be transported to a medical center for further treatment, the following information should be obtained.
   - Find out the city and name of the hospital where the individual is being taken. This information needs to be communicated when the emergency contact is notified.

4. Contacting the Individual’s Emergency Contact:
   - In the event of a medical emergency requiring transport to a medical facility, the College will do its best to contact the injured individual’s emergency contact. Once they reach the emergency contact, they should notify them of the situation and where the individual is being taken for medical treatment.
   - The following employees will be responsible for trying to contact the injured person’s emergency contact.

<table>
<thead>
<tr>
<th>Injured Party</th>
<th>Position</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee</td>
<td>Associate Vice President - Human Resources</td>
<td>262-691-5231</td>
</tr>
<tr>
<td>Student</td>
<td>Director of Student Development</td>
<td>262-691-5295</td>
</tr>
<tr>
<td>Contractor / Visitor</td>
<td>Environmental Health &amp; Safety Coordinator</td>
<td>262-691-5226</td>
</tr>
</tbody>
</table>

5. Clearing and Securing the Area:
   - Only authorized individuals will be allowed in the immediate area of the medical emergency. All other individuals should leave the area until they are notified by their Manager / Instructor to return.
   - Machinery / equipment involved in the accident / incident shall be taken out of service and locked out until an investigation has been completed and start-up of the equipment has been authorized by the Environmental, Health and Safety Coordinator or designee.

6. Disinfecting the Scene of the Accident:
   - The disinfecting process should not begin until the investigation process has been completed by the Environmental, Health and Safety Coordinator or designee. However, areas outside the immediate vicinity of the incident should be cleaned-up / disinfected right away. Only Facility Services Employees certified in Bio-hazardous Spill Clean-up will be authorized to disinfect the accident scene. The following process should be used to disinfect the accident scene.

   1. Obtain and put on the required PPE (safety glasses with side shields and latex or nitrile gloves). Some accident scenes may require additional PPE (aprons, goggles, etc.). If you are not sure what PPE to wear, contact the Environmental, Health & Safety Coordinator.
2. Mix the disinfectant solution per the manufacturer’s recommendation.
3. Disinfect anything (pieces of equipment, walls, floors, etc.) that may have been contaminated during the incident.
4. Any contaminated waste from the medical emergency must be placed in a biohazard waste container and disposed of as biohazard waste. **DO NOT PUT IN THE REGULAR GARBAGE.**
5. Once the accident scene has been cleaned the Environmental, Health & Safety Coordinator or designee will inspect the area. Activities may not resume in the area until authorized by the Environmental, Health & Safety Coordinator or designee.

**Accidents Resulting in Hospitalization of Several Individual or a Fatality**

In the event an accident at the College results in hospitalization of more than one individual or a fatality the following procedure shall be followed.

- Follow the Responding to Serious Medical Emergencies Section.
- The Environmental, Health & Safety Coordinator will activate the Crisis Management Team. In their absence, the Risk Manager will have this responsibility.
- The Risk Manager will be responsible for notifying the President and Executive Team of the situation. In their absence, the Environmental, Health & Safety Coordinator will have this responsibility.
- Notification of Wisconsin Department of Commerce (3 or more employees being hospitalized or a fatality). In the event of a work-related incident results in **3 or more employees being hospitalized or a fatality**, Wisconsin Department of Commerce must be notified within **8 hours of the time of the injury / illness or death.**

It will be the responsibility of Environmental, Health & Safety Coordinator to notify Wisconsin Department of Commerce. If the office is not open, leave a message at the number listed in the table below.

<table>
<thead>
<tr>
<th>Wisconsin Department of Commerce</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety and Buildings Division,</td>
</tr>
<tr>
<td>P.O. Box 7302,</td>
</tr>
<tr>
<td>Madison, WI 53707-7302</td>
</tr>
<tr>
<td>Telephone (608) 266-2780</td>
</tr>
</tbody>
</table>

The following information must be provided to Wisconsin Department of Commerce:

- The establishment name
- The location of the incident
- The time of the incident
- The number of fatalities or hospitalized employees
- The names of any injured employees
• Your contact person and his or her phone number
• A brief description of the incident

16. FIRE EMERGENCY
In the event of a fire, the following procedure should be used to report the fire and evacuate the building.

1. In the event of fire or heavy smoke, immediately sound the fire alarm system by activating the nearest fire alarm pull station.
2. Call 911.
3. Provide the dispatcher with the following information.
   • Your name
   • Location of the fire (Building and Room #)
4. Call the Information Desk Attendant (Dial 0) to notify them of the fire and that the Fire Department has been called.
5. Information Desk Attendant will notify Facilities Services and the Environmental, Health & Safety Coordinator.
6. Upon hearing the fire alarm, all individuals in the building shall evacuate the building per the following procedure.
   • Gather your immediate belongings.
   • Exit the building through the nearest marked exit and alert others to do the same. When exiting the building, use the stairwells. **DO NOT** use elevators.
   • Assist any individuals who need assistance.
   • If possible, close doors as you exit.
   • Stay out of the way of emergency vehicles and personnel
7. Once outside, report to your assigned evacuation staging area and stay there until a headcount is completed and further directions are provided. Evacuation maps identifying the assigned evacuation staging areas are posted throughout campus in classrooms and offices.
8. Report any missing individuals to either fire department personnel or college representatives.
9. Nobody will be allowed to re-enter an evacuated building until authorized by the Fire Department.
10. The Environmental, Health & Safety Coordinator will notify the Crisis Management Team of the situation.

Facility Evacuation
The primary objective during a fire emergency is the safe and efficient evacuation of occupants in the building. Evacuation maps have been posted in classrooms and offices that identify evacuation routes and evacuation staging areas.
When the fire evacuation alarm is sounded, all individuals in the building shall evacuate the building immediately through nearest exit and report to their assigned evacuation staging area. Employees who assist with the evacuation or shut down critical equipment should only do so if it can be done in a safe manner and then report to their assigned evacuation staging area.

**Portable Fire Extinguishers**
Each building is equipped with portable fire extinguishers. Only individuals who are trained in the use of fire extinguishers should use them. Facilities Services will coordinate regular inspections to ensure the fire extinguishers are accessible and in good operating conditions. In the event a fire extinguisher is discharged, the location of the discharged extinguisher should be reported to Facilities Services.

**17. SEVERE WEATHER**
Whenever a Severe Thunderstorm Warning and/or Tornado Watch gets issued for Waukesha County, Facility Services and the Environmental, Health and Safety Department will begin to monitor the weather and prepare for implementation of the Severe Weather Response Plan. The following resources will be used to monitor severe weather conditions.

<table>
<thead>
<tr>
<th>Internet</th>
<th>Text / E-mail Alerts</th>
<th>Weather Radios</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Facilities Office</td>
</tr>
</tbody>
</table>

**Communication / Alerts**
The college will utilize the following resources to communicate tornado warnings:

- External siren located on the roof of the Industrial Occupations Building. This siren is tied into the Village of Pewaukee’s alerting system.
- Message will be sent over IP Phones.
- Severe Weather Alert will be sent through an all employee e-mail.

*Upon receiving a severe weather alert, departments need to communicate the warning to classes in their area that are in session.*

**Tornado Warning Issued**
WCTC’s Severe Weather Procedure will be activated when the National Weather Service issues a tornado warning for Waukesha County. When a tornado warning is issued the following procedure should be followed:

1. When a tornado warning is issued by the National Weather Service, individuals on campus should immediately proceed to a designated shelter area. Please assist students and visitors as needed.
   - *Elevators are not to be used.*
When walking down stairwells be cautious of others and use the handrails to avoid trips and falls.

Employees are to provide assistance to disabled individuals and others in need of help.

2. Designated shelters areas are located throughout campus and identified with the following sign.

![DESIGNATED SHELTER AREA](image)

Shelter locations are also identified on the emergency evacuation maps posted throughout campus. Online copies of the evacuation and shelter maps are also available on the following link. [Emergency Evacuation Maps](#).

3. Shelters have been located throughout campus. If time allows when seeking shelter try to get to the lowest level possible, however possible try to seek shelter on the lowest level. Designated shelters are identified with the following sign.

4. Encourage students and visitors to take cover in the shelter areas.

5. If there are people who decide they want to remain outside, employees are not responsible for forcing them into the shelters.

6. Remain in designated shelter areas until an “all clear” is communicated by Campus Police, Facilities Services and/or members of the College Management Team.

**Post Storm Activities**

If severe weather strikes the campus, emergency response personnel will, secure the area, and direct search, rescue and other emergency activities.

1. All persons should remain in the designated shelter until provided instructions on how to make a safe exit from the buildings, unless faced with a life-threatening situation.

2. Remain calm and wait quietly unless specifically asked to do something to aid in the evacuation.

3. Stay away from damaged buildings and electrical boxes, lines and equipment.

4. Only those individuals asked to provide assistance will be permitted in the restricted area.

The Facility Services Department will make rounds after the storm warning is lifted to inspect for damage and notify any occupants who still may be in shelter that the storm warning has expired. Storm related damage should be reported to Facilities Services as soon as possible.

**Facility Services 262-691-5555 or ext 5555**

**Testing of the Tornado Sirens**
Emergency Response Plan

In Pewaukee, the tornado sirens are tested on a monthly basis at 2:00 PM on the 2nd Wednesday of each month from Labor Day to the 2nd week of April. Then, starting the 2nd Week of April (Tornado Awareness Week) through Labor Day, they are tested weekly at 2:00 PM on Wednesdays.

In Waukesha, the tornado sirens are tested on a weekly basis at 9:30 AM every Friday starting the 2nd week of April (Tornado Awareness Week) through the last week in October.

Winter Weather Emergencies
Snowstorms rarely result in cancellation of classes. However, in the event that classes must be canceled, the Executive Vice President and Director of Facilities will make this determination based on the local conditions. Messages regarding the cancellation of classes will be posted on WCTC webpage, distributed by WCTC Alerts and broadcast by area radio and television stations. The college will announce cancellations as soon as feasible.

18. POWER OUTAGE
A power outage may occur anytime of the day and can range anywhere from a few minutes to a few days. The college is equipped with emergency lighting to assist in evacuation situations and generators to run crucial equipment. In the event of an outage it will be important to stay calm and follow the procedure outline below.

1. Remain calm.
2. If the area you are in is safe, then stay there until Facilities Services provides an update and directions.
3. Move away from all equipment, in case the equipment starts up unexpectedly when the power comes on.
4. If possible, call the Information Desk Attendant (Dial 0) or Facilities Services (262-691-5555 or ext. 5555) to report the outage.
5. If you are in an area that has no lighting, proceed cautiously to a lighted area.
6. Provide assistance to others in your area that may be unfamiliar with the space.
7. All campus buildings are equipped with emergency lighting that will provide temporary lighting in main corridors and stairways during a power outage.
8. If instructed to evacuate, proceed cautiously to the nearest exit.

19. GAS LEAK
A gas leak refers to a leak of natural gas, from a pipe or other containment, into any area where gas should not be. In natural state, natural gas is colorless and odorless, but to assist in leak detection of, small amounts of mercaptans are added to provide a scent.

Natural gas can explode when exposed to flame or sparks, it is important to follow the procedure below if you encounter a suspected gas leak.
1. Cease all operations and immediately evacuate the area.
2. Do not use your cell phone until you have evacuated and are a safe distance away from the leak.
3. Do not turn on or off any electrical appliances, lights, etc.
4. From a phone that is a safe distance away from the gas leak, call 911.
5. Call Information Desk Attendant (Dial 0) or Facilities Services (262-691-5555 or ext. 5555)

**Shut-down of Critical Equipment**
In the event of a power outage, individuals should shut down the equipment they’re operating, only if they can do so in a safe manner. Once the equipment has been shut off, individuals should move away from the equipment and follow the directions provided by Facilities Services.

**Facility Evacuation**
If evacuation is required, the fire alarm system will be used as notification to evacuate the building. Evacuation maps have been posted throughout the College to identify the evacuation routes and evacuation staging areas.

When the evacuation alarm is sounded, all individuals in the building shall evacuate the building immediately through nearest exit and report to their designated evacuation staging area.

**20. ELEVATOR FAILURE**
In the event of an emergency (i.e., trapped occupants) involving an elevator, call Facilities Services (262-691-5555 or ext.5555) or the Information Desk Attendant (Dial 0). If the emergency is life threatening immediately call 911.

Individuals who become trapped in elevators should follow the procedures outlined below:
1. Remain Calm.
2. Press the alarm button to sound the elevator alarm.
3. Use the emergency phone to contact the Security Monitoring Company and they will call 911.

**21. SPILL RESPONSE**
Facilities Services will be responsible for spill containment and the clean-up of small scale non-hazardous chemical spills. Spill response kits capable of containing and cleaning up spills that may occur on campus have been strategically placed around campus. For chemical spills exceeding the capabilities of the College, the External Spill Response Clean-up Procedure should be activated.

**Spill Containment Procedure**
The following spill containment procedure will be used to contain spills:
1. **Call 911** if imminent danger exists.
2. Contact Facilities Services (262-691-5555 or ext. 5555) or the Information Desk Attendant (Dial 0). Facilities Services or the Information Desk Attendant will be responsible for
immediately contacting the Environmental, Health & Safety Coordinator and Facilities Services Director.

3. Avoid direct contact with the spilled substance.

4. If possible, identify spilled substance.

5. Minimize the spill by shutting nozzles, turning off pumps and equipment, rolling drums on their side so the puncture is not leaking, etc.

6. Isolate area of spill and do not allow unauthorized individuals into the area.

7. If the situation warrants, evacuate the area by activating the nearest fire alarm pull station.

8. Once the spill has been contained and the area has been secured start spill clean-up as outlined in **Internal Spill Clean-up Procedure**.

**Internal Spill Clean-up Procedure**

The following procedure will be used for the clean-up of chemical spills:

1. Spill clean-up shall not begin until the following actions have been completed.
   - The spill has been contained.
   - Area has been secured.
   - The spilled material has been identified.

2. Once the material has been identified, Facility Services or the Environmental Health & Safety Coordinator shall determine if internal resources are capable of handling the spill. Outside contractors will be contracted to clean-up spills that exceed the resources of the College. The **External Spill Response Clean-up Procedure** should be used when outside services are contracted.

3. The Environmental, Health and Safety Coordinator and Director of Facilities Services should be contacted immediately when a spill has the potential of leaving the facility, contaminating the environment or leaving the boundaries of the property.

4. The Environmental, Health and Safety Coordinator will notify the President and Manager of Executive Operations of the situation. In their absence the Director of Facilities will make this call.

5. Obtain a spill kit if there is not one in the area already.

6. Obtain and complete WCTC’s Spill Report (located on the Portal).

7. Obtain a copy of the Material Safety Data Sheet (MSDS) for the spilled material.

8. Obtain the appropriate PPE for cleaning up the spill. Refer to the PPE section on the MSDS.

9. Check the area to make sure it has been secured and is safe to conduct spill clean-up activities.

10. Follow the spill clean-up instructions outlined in the Spill Section of the MSDS.

11. Use the equipment in the spill kit to clean-up the spill. If additional equipment is needed contact Facility Services or the Environmental, Health and Safety Coordinator.

12. Obtain an empty metal or plastic drum (the spill kit drum may be used if no other drum is available) to dispose of absorbent material used to clean up the spill. All waste generated from the spill must be put into a waste drum.
13. Close, seal and label the drum once the spill has been cleaned up. The following information needs to be labeled on the drum.
   - Name of the spilled material.
   - Date and time of the spill.
   - Name of the employee(s) who conducted the spill clean-up.

14. Notify the Environmental, Health and Safety Coordinator that the spill has been cleaned up. The Environmental, Health and Safety Coordinator or designee will inspect the area before regular activities resume in the area.

15. The Environmental, Health and Safety Coordinator will be responsible for coordinating proper disposal of the waste material from the spill.

16. Inventory the spill kit and determine which supplies need to be reordered. Provide the list of items that need to be reordered to the Environmental, Health and Safety Coordinator.

17. Investigate the incident to identify the cause of the spill and implement corrective actions to prevent future spills of this nature from occurring.

**External Spill Response Clean-up Procedure**

The College is covered under the WDNR-ER Zone Contract and will utilize Veolia Environmental Services for the clean-up of chemical releases extending beyond the capabilities of College’s internal resources.

<table>
<thead>
<tr>
<th>Veolia Environmental Services</th>
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</thead>
<tbody>
<tr>
<td>Spill Response Hotline</td>
</tr>
<tr>
<td>1-800-688-4005</td>
</tr>
</tbody>
</table>

The following procedure should be used to contact outside spill response services.

1. Make sure the spill has been contained and the area is secured.

2. Notify the Environmental, Health and Safety Coordinator and Director of Facilities Services that there has been a spill and outside spill response services are required. In the event the spill occurs during the evening or weekend, Facility Services will be responsible for notifying the Environmental, Health and Safety Coordinator and Director of Facilities Services before contacting the outside spill response services.

3. The Environmental, Health and Safety Coordinator will notify the President and Manager of Executive Operations of the situation. In their absence the Director of Facilities will make this call.

4. Contact the outside spill response service.

5. Document the following outside services information on WCTC’s Spill Report Form.
   - Time the outside spill response service was notified and name of the person spoken to.
   - Time the outside spill response service arrived on scene.
   - Names of outside spill response service representative in charge of the scene.
   - List of materials and equipment used to clean up the spill.
   - Names of any additional the spill response contractor brought on site.
   - Where the waste from the spill will be hauled.
• Departure time of the outside spill response service
• Forward the WCTC Spill Report and any paperwork associated to the spill to the Environmental, Health and Safety Office (C-210D)

Reporting Spills to Regulatory Agencies
It will be the responsibility of the Environmental, Health and Safety Coordinator or designee to notify the appropriate regulatory agencies of chemical releases that exceed reportable quantities. The following procedure should be taken to insure proper and timely notification:

Step 1: Notifying the Environmental, Health and Safety Coordinator
The Environmental, Health and Safety Coordinator should be notified immediately whenever there is a significant chemical release at the College. Upon notification, the Environmental, Health and Safety Coordinator will determine if regulatory agencies need to be notified based on the chemical’s reportable quantity. The following resources can be used to help determine if a chemical spill exceeds the reportable quantity threshold for that chemical.

- MSDS of the material - WCTC’s MSDS Management System
- EPA’s Title III List of Lists - EPA Website (http://web-services.gov/lol/)

Step 2: Notification of the National Response Center
The National Response Center must be notified within 15 minutes of a spill whenever a release meets the following criteria.

1. The release involves an EPCRA Extremely Hazardous Substance or CERCLA Hazardous Substance above the reportable quantity.
2. The release occurred during transport.
3. The release went beyond the legal boundary of the property.
4. The release went beyond the confines of an enclosed structure.

<table>
<thead>
<tr>
<th>National Response Center</th>
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<tbody>
<tr>
<td>1-800-424-8802</td>
</tr>
</tbody>
</table>

Step 3: Notification of the Wisconsin Department of Natural Resources
The Wisconsin Department of Natural Resources will be contacted immediately after the notification of the National Response Center if a chemical release meets any one of the criteria listed below.

1. The spilled hazardous substance has the potential to leave the property by run-off, sewers, drains, or some other conduit.
2. The hazardous substance has the potential to reach a water of the state – either surface water or groundwater.
3. The hazardous substance can be detected in the air at the boundaries of the facility property by senses (sight and smell) or by monitoring equipment.
4. There is a potential threat to the public health and safety.
5. Local officials (fire department, law enforcement, Hazmat, public health and emergency management) respond to the incident.
6. The release exceeds a Federal Reportable Quantity (RQ).

<table>
<thead>
<tr>
<th>Department of Natural Resources</th>
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</thead>
<tbody>
<tr>
<td>Wisconsin Dept. of Natural Resources</td>
</tr>
<tr>
<td>Southeast Regional District Headquarters</td>
</tr>
<tr>
<td>2300 North Martin Luther King Drive</td>
</tr>
<tr>
<td>P.O. Box 12436</td>
</tr>
<tr>
<td>Milwaukee, WI 53212</td>
</tr>
<tr>
<td>(414) 263-8500</td>
</tr>
<tr>
<td>Spill Hotline 1-800-943-0003</td>
</tr>
</tbody>
</table>

7. In addition, a written report must be submitted to the Department of Natural Resources having jurisdiction over the facility within 30 days of releases meeting the following criteria. If there are any questions refer to Wisconsin Administrative Code NR 630.22 (2)(a) and NR 630.22 (2)(c).

**Step 4: Notifying the Regional Environmental Protection Agency (EPA)**
The Regional Environmental Protection Agency having jurisdiction over the facility shall be verbally notified of the chemical release after notification has been made to the National Response Center and Wisconsin Department of Natural Resources.

<table>
<thead>
<tr>
<th>EPA Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Protection Agency</td>
</tr>
<tr>
<td>U.S. EPA Region 5 Oil Spill Hotline</td>
</tr>
<tr>
<td>1-312-353-2318</td>
</tr>
</tbody>
</table>

**Step 5: Notification of the State Emergency Response Commission (SERC) and Local Emergency Planning Commission (LEPC)**
In the event the release goes beyond the legal boundary of the facility, the State Emergency Response Commission (SERC) and Local Emergency Planning Commission (LEPC) listed below must be notified as soon as it has been determined the release exceeded the property boundary. A written follow-up emergency notice addressing the following items must also be submitted to both agencies.

- Identify any area likely to be affected by the release.
- Provide information regarding the response.
- Provide advice regarding medical attention for exposed individuals.

Delays of greater than 7 days from the date of the release may subject the College to penalties.
### Wisconsin Emergency Management

- **Address:** 2400 Wright Street, Room 213
- **PO Box:** 7865
- **City:** Madison, WI 53707
- **Phone:** (608) 242-3232
- **Fax:** (608) 242-3247
- **24-Hour Duty Officer:** 1-800-943-0003

### Waukesha County Emergency Management

- **Address:** 1621 Woodburn Road
- **City:** Waukesha, WI 53188
- **Phone:** (262) 546-7580 or (262) 466-5070
- **Fax:** (262) 548-7313

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## 22. BOMB THREAT

Bomb threats can be received during any time of day and in any department, therefore all college employees should be prepared to handle these threats in calm and systematic manner.

### Bomb Threat Checklist

A bomb threat checklist has been implemented to assist employees in obtaining pertinent information during the call. The checklist contains a series of questions and a place to document the information pertaining to the call. A copy of the checklist is located on the Portal and in Appendix B.

### Receipt of Bomb Threat Calls

1. Remain calm.
2. Keep the caller on the line for as long as possible. DO NOT HANG UP on the caller.
3. Signal a co-worker to call the Information Desk Attendant (Dial 0) or Facilities Services (262-691-5555 or ext. 5555).
4. Use WCTC’s Bomb Threat Checklist to collect as much detailed information as possible. When completing the checklist be very specific and use the exact words of the caller.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Immediately upon termination of the call, do not hang up, but from a different phone, contact Facilities Services (262-691-5555 or ext. 5555) or the Information Desk Attendant (Dial 0)
7. Don't allow the phone line to be used again until authorized by law enforcement.

### Notification of the Crisis Management Team

Upon receiving the report of a bomb threat, Facilities Services or the Information Desk Attendant should immediately notify the Crisis Management Team by following the procedure outlined in the section titled **Notifying the Crisis Management Team**.

### Bomb Threat Action Plans

It will be the responsibility of the Crisis Management Team to work with law enforcement and evaluate all available information to make a recommendation regarding the course of action to be taken by the College. An action plan that addresses all the circumstances which may arise is difficult to develop, therefore based on the available information one of the following courses of action will be taken by the college.
1. Take No Action
2. Search Without an Evacuation
3. Evacuate and Search

Once an action plan has been settled on, the Crisis Management Team will communicate the decision to the President or designee. Upon approval, the plan will be implemented.

**Take No Action**
1. The threat will be documented.
2. College will take extra precautions in terms of being alert for any suspicious people, activities, and/or anything out of the ordinary.
3. The College Police / Security and or Environmental, Health and Safety Coordinator will generate an incident report.
4. College President or designee will notify all employees of the incident and provide a brief description for the reason(s) to take no action.

**Search without an Evacuation**
1. Crisis Management Team members should report to the designated command center unless otherwise directed.
2. Crisis Management Team will establish a search team.
3. Search team members should report to the command center where they will be briefed on the situation.
4. Crisis Management Team and search team members should report to their assigned buildings and conduct the search per direction of the Emergency Coordinator.
5. Employees will be notified via e-mail and/or WCTC Alerts of the Bomb Threat and the plan of action to search the buildings **without an evacuation**.
6. After searching their assigned area Crisis Management Team and search team members after will start the process of notifying other employees of the action plan.
7. All employees shall scan their immediate work areas and rooms for anything that may be out of the ordinary.
8. Employees will follow the procedure for conducting a systematic search of the building without disrupting classes. Instructors should take care not to alarm, disrupt, or dismiss classes in session.
9. If an object is discovered that appears to be suspected of being a bomb, the information will be communicated to the Emergency Coordinator, and the proper trained emergency personnel will be sent to the location. All campus buildings will then be evacuated immediately.
10. If all buildings have been searched and nothing suspicious has been located the Crisis Management Team members should report to the designated command center for a debriefing.
11. As soon as possible a communications will be sent to all employees informing them that the search has been completed and that nothing was found.
Evacuate and Search

1. Command center will be established near the main entrance to the College property near the large WCTC sign and bunker area. When the decision is made to **evacuate and search** the first action will be to **activate the fire alarm system** for the entire campus.

2. When the fire alarm is activated all employees and building occupants will leave immediately in accordance with the procedures for their area. Staff **should not** lock doors when exiting the building.

3. In leaving the building, take all personal belongings in your area. DO NOT go to another part of the building to gather belongings.

4. Walk to the nearest exit. It is important **not to use the elevators**. If there is someone who needs assistance, please help them to evacuate.

5. Do not go through other buildings to get to your designated area. Please use only outside sidewalks and pathways.

6. Report to your predetermined evacuation staging area. (See Evacuation Maps)

7. Once everyone is believed to be out of the building and is in their evacuation staging area, Department Managers will conduct a head count of their employees. Report any missing employees to Campus Police / Security or the Crisis Management Team.

8. Managers and building monitors will assist with keeping all people that have been evacuated in the designated evacuation area.

9. If students decide to leave campus that is their choice, but all employees shall remain on campus until a decision has been made as to either allow everyone to reenter the buildings or some other action.

10. Crisis Management Team members shall report to their pre-designated buildings and assist with assuring that the entire building has been evacuated, and once the evacuation has been completed they will notify the on-site coordinator.

11. The decision to request a bomb detection canine unit or other resources to assist with the search will be made by the Crisis Management Team along with College Police / Security.

12. After confirming the evacuation has been completed, Crisis Management Team members shall report to the pre-designated location of their assigned building and meet with the search team members.

13. The Crisis Management Team and search members assigned to each building will conduct a systematic search of the entire building. If a law enforcement officers or a facilities staff person is available they will be assigned to assist the teams.

14. Once the Crisis Management Team members have confirmed that the entire building has been searched and nothing has been found they should return to the Command Center and communicate this to the onsite coordinator. Search team members shall report to the designated evacuation staging location for their building and wait for further directions from the Emergency Coordinator.

15. Upon completion and confirmation that all buildings have been searched and nothing was found, a decision will be made to either continue with classes or to close the campus. This
decision will be communicated to the employees by the Crisis Management Team or Executive Team.

Searching the Campus
In the event a building search of the campus is necessary, the Crisis Management Team will be responsible for coordinating the search.

The best-qualified people to carry out a thorough search in any given area are the occupants. These people have a good understanding of what belongs or not in a location at any given time. College police and outside generally do not have such an intimate knowledge of the threat area and would be less likely to recognize something that is suspicious or out of place. Police will assist in the search. If a suspicious object is found, they will call in bomb technicians to deal with the device.

School staff can assist a search by looking carefully around their classroom or work area and identifying anything, which does not belong there, or which is not in its usual place.

The aim of the search is to identify any object which is not normally found in an area, or for which an owner is not readily identifiable, or which becomes suspect for any other reason. For example suspiciously labeled objects – similar to that described in the threat; unusual size, shape and sound; presence of pieces of tape, wire, string or explosive wrappings, or other unfamiliar materials.

If the decision to evacuate and search is made, people should be asked to take with them all personal belongings – handbags, briefcases, shopping or carry bags. This will help in identifying suspicious objects that may be in the evacuated area.

Priorities for searching are to first search areas in buildings which are accessible for placement of an object and areas which evacuees pass through, or near, during an evacuation. Outlined below is the priority for searches.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Outside areas including evacuation assembly areas and parking lots.</td>
</tr>
<tr>
<td>2nd</td>
<td>Building entrances and exits, and particularly paths people will use to evacuate.</td>
</tr>
<tr>
<td>3rd</td>
<td>Public areas within buildings.</td>
</tr>
<tr>
<td>4th</td>
<td>Other areas. Once the external and public areas have been searched, a search should be conducted beginning at the lowest levels and continuing upwards until every floor has been searched.</td>
</tr>
</tbody>
</table>

If a building search is required after hours, it will be the responsibility of the Building Services Supervisor or Information Desk Attendant to immediately notify the Crisis Management Team by following the procedure outlined in the section titled Notifying the Crisis Management Team.

23. SUSPICIOUS PACKAGE
While most suspicious packages ultimately prove to be harmless, some are not. Below is a list of suspicious characteristics related to letters and packages from the United States Postal Service.

- Have any powdery substance on the outside.
- Are unexpected or from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address, or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have an unusual amount of tape.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Have strange odors or stains.

In the event you receive a suspicious package follow the procedure listed below.

1. Do not open, shake or empty the contents of the package.
2. Place the package on a stable surface.
3. Isolate the package and secure the room by shutting all doors and windows.
4. Do not sniff, touch, taste, or look closely at it or any contents that may have spilled.
5. Do not touch your eyes, nose or other body parts.
6. Contact the Manager, Dean or Associate Dean of your department.
7. Contact the Facilities Services (262-691-5555 or ext. 5555) or Information Desk Attendant (Dial 0).
8. Information Desk Attendant or Facilities Services should immediately activate the Crisis Management Team per the procedures outlined in the Notification of the Crisis Management Team section.
9. Make a list of all persons who were in the vicinity of the package or who may have handled it. Anyone who had contact with the letter should wash hands with soap and water and report their exposure to the Environmental, Health and Safety Office (262-691-5226 or ext. 5226).

**24. VIOLENCE ON CAMPUS**

All staff and students must be continually vigilant to the risk of violence on campus. If staff or students observe or are made aware of any of the behaviors listed below they should contact Campus Police / Security (262-691-5582 or Ext 5582) or **911**.

- Unusually aggressive, odd, or scary behavior of student(s) or coworker(s).
- Threats of violence or retribution, either serious or said jokingly.
- Co-worker(s) or student(s) who are distraught or suicidal.
- Overheard comments or rumors of some kind of planned or intended violence.
- Presence of gangs or cults that have a history or suggestive behavior of violence.
- Fights or other acts of violence on campus.
- Presence of guns, other weapons, suspicious objects.
**Violence on Campus**
If you witness or have reason to believe there is or will be an act of violence on campus, immediately notify Campus Police / Security (262-691-5582 or Ext 5582) or 911.

Once you become aware of an act of violence on campus take the following actions:
1. If you can, get away from the threat as fast as possible.
2. Report the incident to Campus Police / Security (262-691-5582 or Ext. 5582) or 911.
3. Evacuate to a safe area away from the danger and take protective cover. Notify anyone else you encounter to do the same.
4. If it is not safe for you to evacuate, go to the nearest room and do the following.
   - Close, lock and barricade the door.
   - Close blinds / curtains.
   - Turn off the lights.
   - Stay away from doors and windows.
   - Keep quiet.
   - Stay there until assistance arrives.
5. Individuals not in harm’s way are to take proactive cover, staying away from windows and doors until notified otherwise.
6. If you are caught in an open area in a building you may have to fight back. This is dangerous, but depending on your situation, this could be your best option.
7. Once the police arrive, follow their directions. This may involve you being handcuffed, or keeping your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.
8. Once you are in a safe area, contact the Information Desk Attendant to notify them of the situation.
9. The Information Desk Attendant should immediately activate the Crisis Management Team per the procedures outlined in the Notification of the Crisis Management Team section.

**25. CRIMINAL ACTIVITY**
Everyone plays a role in making WCTC a safe environment. The college asks that all students and employees be alert to criminal activity and suspicious individuals. If you observe criminal activity and/or suspicious individuals on campus, please use the following procedure to report.

1. Report the incident to Campus Police / Security at (262-691-5226 or Ext. 5582) or 911.
2. Provide Campus Police / Security with the following information.
   - Nature of the incident.
   - Location of the incident.
   - Description of person(s) involved.
   - Description of property involved.
3. Once you have contacted Campus Police / Security, notify the Information Desk Attendant (Dial 0) of the situation.
4. The Information Desk Attendant should immediately activate the Crisis Management Team per the directions outlined in the section titled Notification of Crisis Management Team.

5. Assist Campus Police / Security when they arrive by supplying them with any additional information they request.

26. CONCERNING BEHAVIOR
Sometimes behaviors of concern go unreported until a crisis occurs, then people come forward with bits of information that, when looking back, may have been clues to a larger issue. This information when viewed collectively may be helpful in preventing unfortunate events and initiating assistance to an individual. WCTC is committed to a proactive approach and needs your help.

As a member of the WCTC community, if you observe concerning behavior, please report it right away to the appropriate personnel. For concerning behaviors believed to cause an immediate threat on campus call Campus Police / Security at (Ext. 5582 or 911).

<table>
<thead>
<tr>
<th>Student Behavior Concerns</th>
<th>Staff Behavior Concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Student Development</td>
<td>Associate Vice President of Human Resources</td>
</tr>
<tr>
<td>262-691-5292 or ext. 5295</td>
<td>262-691-5231 or ext. 5231</td>
</tr>
</tbody>
</table>

27. CIVIL DISTURBANCE
Most campus demonstrations are peaceful and people not involved should attempt to carry on business as usual and avoid provoking or obstructing demonstrators.

If a disturbance seems to threaten individuals on campus, immediately call Campus Police / Security at (Ext. 5582 or 911) and take the following actions:
- Alert all persons in the area of the situation.
- Lock all doors and windows.
- Close blinds to prevent flying glass.
- If necessary to evacuate follow the procedures for a fire evacuation unless otherwise directed by the police or college officials.

28. MEDIA COMMUNICATIONS
The college has a communication plan in place which is a planned, systematic, two-way process between the College and its internal and external public. All media requests should be directed to the Executive Vice President, or in their absence the Associate Vice President of Human Resources.

<table>
<thead>
<tr>
<th>Position</th>
<th>Contact</th>
<th>Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Vice President</td>
<td>Kaylen Betzig</td>
<td>262-691-5198</td>
</tr>
<tr>
<td>Associate Vice President of Human Resources</td>
<td>Dave Brown</td>
<td>262-691-5346</td>
</tr>
</tbody>
</table>
## Appendix A – Internal Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Work Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crisis Management Team</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jayson Scherer</td>
<td>Environmental Health &amp; Safety Coordinator</td>
<td>262-691-5226</td>
</tr>
<tr>
<td>James Rehagen</td>
<td>Manager of Executive Operations</td>
<td>262-691-5055</td>
</tr>
<tr>
<td>Jeff Leverenz</td>
<td>Director of Facilities Operations</td>
<td>262-691-5301</td>
</tr>
<tr>
<td>David Brown</td>
<td>Associate Vice President - Human Resources</td>
<td>262-691-5346</td>
</tr>
<tr>
<td>Deb Wallendal</td>
<td>Associate Vice President - Student Services</td>
<td>262-691-5240</td>
</tr>
<tr>
<td>Susanne Fenske</td>
<td>Director of Student Development</td>
<td>262-691-5295</td>
</tr>
<tr>
<td>Rhonda Howard</td>
<td>Building Services Supervisor - (Evenings)</td>
<td>262-691-5164</td>
</tr>
<tr>
<td>Cary Tessmann</td>
<td>Chief Financial Officer</td>
<td>262-691-5214</td>
</tr>
<tr>
<td>Rodney Nobles</td>
<td>Chief Information Officer</td>
<td>262-691-5362</td>
</tr>
<tr>
<td><strong>Executive Team</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barbara Prindiville</td>
<td>President</td>
<td>262-691-5535</td>
</tr>
<tr>
<td>Kaylen Betzig</td>
<td>Executive Vice President</td>
<td>262-691-5198</td>
</tr>
<tr>
<td>Margaret Ellibee</td>
<td>Vice President of Strategic Effectiveness &amp; Advancement</td>
<td>262-691-5207</td>
</tr>
<tr>
<td>Denine Rood</td>
<td>Vice President of Learning</td>
<td>262-691-5157</td>
</tr>
<tr>
<td><strong>College Resources Team</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grant Van Den Heuel</td>
<td>Asst. Director of Facilities</td>
<td>262-695-6501</td>
</tr>
<tr>
<td>Rhonda Howard</td>
<td>Building Services Supervisor</td>
<td>262-691-5164</td>
</tr>
<tr>
<td>Beth Norris</td>
<td>Workforce Development Center</td>
<td>262-695-8056</td>
</tr>
<tr>
<td>Rodney Nobles</td>
<td>Chief Information Officer</td>
<td>262-691-5362</td>
</tr>
<tr>
<td>Doug Uhl</td>
<td>Network Manager</td>
<td>262-691-5379</td>
</tr>
<tr>
<td>Christine Spang</td>
<td>Tiny Tech Manager</td>
<td>262-691-5264</td>
</tr>
</tbody>
</table>
## Appendix B – External Contacts

<table>
<thead>
<tr>
<th>Contact</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wisconsin Electric (ELECTRICAL)</td>
<td>1-888-779-6881</td>
</tr>
<tr>
<td>Wisconsin Electric (GAS)</td>
<td>1-800-261-5325</td>
</tr>
<tr>
<td>Pewaukee Fire Department</td>
<td>262-523-4615</td>
</tr>
<tr>
<td>Pewaukee Emergency Medical Service</td>
<td>262-523-4615</td>
</tr>
<tr>
<td>Pewaukee Police Department</td>
<td>262-691-0921</td>
</tr>
<tr>
<td>Waukesha County Local Emergency Planning Commission (LEPC)</td>
<td>262-546-7580 or 262-466-5070</td>
</tr>
<tr>
<td>WI Emergency Management - State Emergency Response Commission (SERC)</td>
<td>1-800-943-0003</td>
</tr>
<tr>
<td>OSHA (Milwaukee Area Office)</td>
<td>414-297-3315</td>
</tr>
<tr>
<td>Wisconsin DNR 24 Hour Spill Hot Line</td>
<td>1-800-943-0003</td>
</tr>
<tr>
<td>National Response Center</td>
<td>1-800-424-8802</td>
</tr>
<tr>
<td>EPA (Region 5)</td>
<td>312-353-2318</td>
</tr>
<tr>
<td>Express Elevator</td>
<td>414-427-1722</td>
</tr>
<tr>
<td>Veolia</td>
<td>1-800-255-5092</td>
</tr>
<tr>
<td>Crystal Clean</td>
<td>262-367-2149</td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>1-800-222-1222</td>
</tr>
<tr>
<td>Sprinkler System Contractor – Pewaukee Campus</td>
<td>United Mechanical 262-632-6131</td>
</tr>
<tr>
<td>Sprinkler System Contractor – Waukesha Campus</td>
<td>Grinnell 262-252-4460</td>
</tr>
<tr>
<td>Per Mar Security</td>
<td>800-227-9805 or 815-636-3800</td>
</tr>
<tr>
<td>Districts Mutual Insurance</td>
<td>Tim Greene: 414-403-9343</td>
</tr>
<tr>
<td></td>
<td>Steve Stegermoore: 605-422-2655</td>
</tr>
<tr>
<td>United Heartland</td>
<td>Anne Romaine - Loss Control</td>
</tr>
<tr>
<td></td>
<td>Office: 262-787-7844</td>
</tr>
<tr>
<td></td>
<td>Cell: 262-227-6806</td>
</tr>
<tr>
<td>Snow Removal Company</td>
<td>J W Engler</td>
</tr>
<tr>
<td></td>
<td>262-547-4558</td>
</tr>
<tr>
<td>Waukesha County Emergency Management Coordinator</td>
<td>William F. Stolte 262-548-7580</td>
</tr>
<tr>
<td>Waukesha County Health Department</td>
<td>262-548-7212</td>
</tr>
<tr>
<td>Waukesha County Mental Health</td>
<td>262-548-7950</td>
</tr>
<tr>
<td>Waukesha Police Department</td>
<td>262-524-3831</td>
</tr>
<tr>
<td>Waukesha Fire / EMS</td>
<td>262-524-3651</td>
</tr>
<tr>
<td>Menomonee Falls Police Department</td>
<td>262-251-6060</td>
</tr>
<tr>
<td>Menomonee Falls Fire / EMS</td>
<td>262-532-8822</td>
</tr>
<tr>
<td>Waukesha County Sheriff’s Department</td>
<td>262-548-7117</td>
</tr>
<tr>
<td>Key Engineering - D’Arcy Gravelle</td>
<td>Office: 414-224-8300 ext 21</td>
</tr>
<tr>
<td></td>
<td>Cell: 262-993-4607</td>
</tr>
<tr>
<td>NEAS - Employee Assistance Provider (EAP)</td>
<td>1-800-634-6433</td>
</tr>
</tbody>
</table>
Appendix D - Bomb Threat Checklist

DO NOT HANG UP THE PHONE

Questions to ask:
1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact wording of the threat:

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Sex of caller: _____ Race: ______

Age: _______ Length of call: __________

Number at which call is received: ______

Time: __________ Date: __________

DO NOT HANG UP THE PHONE

Caller’s voice:

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred
- Familiar

- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Clearing throat
- Deep breathing
- Cracking voice
- Disguised
- Accent
- Whispered

If a voice is familiar, who did it sound like?

Background sounds:

- Street noises
- Animal noises
- Crockery
- Clear
- Voices
- Static
- PA System
- Local
- Music
- Long distance
- House noises
- Booth
- Motor
- Other
- Office machinery
- Factory machinery

Threat language:

- Well spoken (educated)
- Foul
- Irrational
- Incoherent
- Taped
- Message read by threat maker

Remarks:

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Report call immediately to:
Facilities Services (262.691.5555) or Information Desk Attendant (262.691.5866 or Dial 0)

Date ___________________________

Your name ___________________________

Position ___________________________

Phone number ___________________________