Waukesha County Technical College
Information Desk Attendant
Emergency Procedures
# Media Request (TV, Radio, Newspaper, etc)

1. **Do Not** release any information or give out contact information to the Media.
2. Immediately transfer the call to the Office of the President or Human Resources.
3. The Office of the President will be responsible for handling all media releases.

**If the incident occurs during the evening also notify Rhonda Howard of the situation.**

- **Rhonda Howard (Ext. 5164 or Cell 262-853-3499)**

### Medical Emergency

1. Obtain the following information from the caller.
   - What is the caller’s name?
   - Has 911 been called?
   - What is the location (building / room #) of the injured / ill person?
   - What is the name of injured / ill person?
   - Is the person an employee, student or visitor?
   - What is the nature of the injury / illness?
2. Call 911 to request an ambulance.
3. Call Campus Police (Ext. 5582).
4. Notify the WCTC contacts listed in the column to the right.
5. Information about the incident and individual shall be kept confidential.

### Severe Weather

1. You become aware of a Tornado Warning issued for Waukesha County.
2. Notify the WCTC contacts listed in the column to the right.
3. Notify persons in the lobby area of the Tornado Warning and recommend they take shelter in one of the designated shelter areas. If people decide not to take shelter or want to leave campus, you are not responsible for forcing them into the shelters.
4. Seek shelter in your assigned designated shelter area.
5. Remain in the designated shelter areas until an “All Clear” is communicated.
## FIRE EMERGENCY

1. Obtain the following information from the caller.
   - What is the caller’s name?
   - Has 911 been called?
   - What is the location (building / room #) of the fire?
   - Is the building’s fire alarm been sounded?
   - Is fire or smoke visible?
2. If the fire alarm is going off or there is smoke or fire in your building, evacuate the building and report to your evacuation staging area.
3. Call 911 to request the fire department.
4. Call Campus Police (Ext. 5582)
5. Notify the WCTC contacts listed in the column to the right.
6. Notify Facilities what information is of the display of the fire control panel.
7. Remain at the evacuation staging area until released by fire department personnel or college officials.

## SPILL RESPONSE

1. Obtain the following information from the caller.
   - What is the caller’s name?
   - What is the location (building and room #) of the spill?
   - What was spilled?
   - Quantity spilled?
   - Has Facility Services been notified?
2. If the caller indicates this is an emergency call Campus Police (Ext. 5582) or 911.
3. Notify the WCTC contacts listed in the column to the right.

### Daytime:
1. Facilities Services (Ext. 5555)
2. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)
3. Grant Van Den Heuvel (Ext. 6501 or Cell 414-305-0152)
4. Jayson Scherer (Ext. 5226 or Cell 262-364-8793)
5. James Rehagen (Ext. 5055 or Cell 414-704-6169)

### Evening (after 4:30 pm):
1. Facilities Services (Ext. 5555)
2. Rhonda Howard (Ext. 5164 or Cell 262-853-3499)

### Weekends:
1. Facilities Services (Ext. 5555)
2. Jeff Leverenz (Cell 414-305-9032)
3. Grant Van Den Heuvel (Cell 414-305-0152)
# Waukesha County Technical College
## Information Desk Attendant Emergency Response Notification Procedures

### POWER OUTAGE

1. Obtain the following information from the caller.
   - What is the caller’s name?
   - What is the location (building / room #) of the power outage?
   - What is the location of the outage?
   - Has Facility Services been contacted?
2. Notify the WCTC contacts listed in the column to the right.
3. Call Campus Police (Ext. 5582).

**Daytime:**
1. Facilities Services (Ext. 5555)
2. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)
3. Grant Van Den Heuvel (Ext. 6501 or Cell 414-305-0152)

**Evening (after 4:30 pm):**
1. Facility Services (Ext. 5555)
2. Rhonda Howard (Ext. 5164 or Cell 262-853-3499)

**Weekends:**
1. Facilities Services (Ext. 5555)
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### ELEVATOR FAILURE

1. Obtain the following information from the caller.
   - What is the caller’s name?
   - How many people are in the elevator?
   - What is the location of the elevator (building and room closest to the elevator)?
   - Has Facility Services been contacted?
2. If the caller indicates this is an emergency, then call 911 to have the Fire Department respond.
3. Notify the WCTC contacts listed in the column to the right.
4. Call Campus Police (Ext. 5582).

**Daytime:**
1. Facility Services (Ext. 5555)
2. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)
3. Grant Van Den Heuvel (Ext. 6501 or Cell 414-305-0152)

**Evening (after 4:30 pm):**
1. Facility Services (Ext. 5555)
2. Rhonda Howard (Ext. 5164 or Cell 262-853-3499)

**Weekends:**
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3. Grant Van Den Heuvel (Cell 414-305-0152)
# BOMB THREAT

**Front Desk Attendant Receives Bomb Threat Call**

1. Remain calm.
2. Keep the caller on the line for as long as possible. **DO NOT HANG UP** on the caller.
3. Use WCTC’s Bomb Threat Checklist to collect as much detailed information as possible.
4. Copy the number and / or letters on the window display.
5. Do not hang up, but from a different phone, notify the WCTC contacts listed in the column to the right.
6. Do not allow the phone line to be used again until authorized by College Officials.
7. Keep all information confidential. Do not share with employees, students or visitors.

**Front Desk Attendant Receives Report of a Bomb Threat**

1. Remain calm.
2. Obtain the following information from the caller.
   - What is the caller’s name?
   - What is the location (building / room #) where the threat was received?
3. Notify the WCTC contacts listed in the column to the right.
4. Keep all information confidential. Do not share with employees, students or visitors.

**Daytime:**

1. Jayson Scherer (Ext. 5226 or Cell 262-364-8793)
2. James Rehagen (Ext. 5055 or Cell 414-704-6169)
3. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)

**Evening (after 4:30 pm):**

1. Facility Services (Ext. 5555)
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4. James Rehagen (Cell 414-704-6169)

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1. Facilities Services (Ext. 5555)
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# CRIMINAL ACTIVITY

1. Observe or receive a report of criminal activity on campus
2. Obtain the following information from the caller.
   - What is the caller’s name?
   - What is the location (building and room) of the incident?
   - Has anyone been injured?
   - What is the criminal activity?
   - Has 911 been called?
   - Description of the subject(s) involved?
3. If the threat is nearby, evacuate to a safe area.
4. Once in a safe area, then report the incident to Campus Police (Ext. 5582) or **911**.
5. Notify the WCTC contacts listed in the column to the right.

**Daytime:**

1. James Rehagen (Ext. 5055 or Cell 414-704-6169)
2. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)
3. Jayson Scherer (Ext. 5226 or Cell 262-364-8793)

**Evening (after 4:30 pm):**

1. Facility Services (Ext. 5555)
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**Weekends:**

1. Facilities Services (Ext. 5555)
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3. Jeff Leverenz (Cell 414-305-9032)
### Waukesha County Technical College
Information Desk Attendant Emergency Response Notification Procedures

#### SUSPICIOUS PACKAGE

<table>
<thead>
<tr>
<th><strong>Front Desk Attendant Receives a Suspicious Package</strong></th>
<th><strong>Front Desk Attendant Receives Report of a Suspicious Package</strong></th>
<th><strong>Daytime:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do not open, shake or empty the contents of the package.</td>
<td>1. Remain calm.</td>
<td>1. Jayson Scherer (Ext. 5226 or Cell 262-364-8793)</td>
</tr>
<tr>
<td>2. Place the package on a stable surface.</td>
<td>2. Obtain the following information from the caller.</td>
<td>2. James Rehagen (Ext. 5055 or Cell 414-704-6169)</td>
</tr>
<tr>
<td>3. Do not sniff, touch, taste, or look closely at it or any contents that may have spilled.</td>
<td>• What is the caller's name?</td>
<td>3. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)</td>
</tr>
<tr>
<td>4. Do not touch your eyes, nose or other body parts.</td>
<td>• What is the location (building and room) of the incident?</td>
<td></td>
</tr>
<tr>
<td>5. Contact the required WCTC Internal Contacts</td>
<td>3. Tell the caller to leave the package where it is and evacuate everyone from that room.</td>
<td></td>
</tr>
<tr>
<td>6. Make a list of all persons who were in the vicinity of the package or who may have handled it.</td>
<td>4. Notify the WCTC contacts listed in the column to the right.</td>
<td></td>
</tr>
<tr>
<td>7. Follow the procedures outlined in the Suspicious Package Emergency Procedures.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### CONCERNING BEHAVIOR

1. Observe or receive a report of concerning behavior (employee or student)  
2. If behavior causes an immediate threat on campus call Campus Police (Ext. 5582 or 911).  
3. Notify the WCTC contacts listed in the column to the right.

*If the incident occurs during the evening also notify Rhonda Howard of the situation.*

- *Rhonda Howard (Ext. 5164 or Cell 262-853-3499)*

**Employee Issues - Daytime / Evenings / Weekends:**

1. Dan Sager (Ext. 5231 or Cell 262-364-8524)  
2. Dave Brown (Ext. 5346 or Cell 262-993-0371)  
3. Leslie Krupa (Ext. 5125 or Cell 262-822-9080)

**Student Issues - Daytime / Evenings / Weekends:**

1. Susanne Fenske (Ext. 5295 or Cell 262-894-1939)  
2. Deborah Wallendal (Ext. 5240 or Cell 262-424-6510)  
3. Deborah Jilbert (Ext. 5210 or Cell 262-394-9485)
### VIOLENCE ON CAMPUS

1. Receive report of violence on campus.
2. Obtain the following information from the caller.
   - What is the caller's name?
   - What is the location (building and room) of the incident?
   - How many suspects are there?
   - Description of the suspects(s) involved?
3. If the threat is nearby, evacuate to a safe area away from the danger and do the following:
   - If possible 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.
4. Once in a safe area
   - Call 911.
   - Call Campus Police (Ext. 5582).
   - Activate the Crisis Response Team by calling the contacts in the right hand column.
5. Follow the directions of law enforcement.

### Daytime:
1. Jayson Scherer (Ext. 5226 or Cell 262-364-8793)
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### Evening (after 4:30 pm):
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### Weekends:
1. Facilities Services (Ext. 5555)
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3. Jeff Leverenz (Cell 414-305-9032)
4. Jayson Scherer (Cell 262-364-8793)

### CIVIL DISTURBANCE

1. Observe or receive a report of a civil disturbance on campus.
2. Obtain the following information from the caller.
   - What is the caller's name?
   - What is the location (building and room) of the incident?
   - How many people involved?
   - Has 911 been called?
3. If the disturbance causes an immediate threat on campus, call Campus Police 5582 or **911**.
4. Notify the WCTC contacts listed in the column to the right.

### Daytime:
1. James Rehagen (Ext. 5055 or Cell 414-704-6169)
2. Jeff Leverenz (Ext. 5301 or Cell 414-305-9032)
3. Jayson Scherer (Ext. 5226 or Cell 262-364-8793)

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Waukesha County Technical College
Information Desk Attendant Emergency Response Notification Procedures

Emergency Occurs on Campus

1st Call
Campus Police or 911

2nd Call
Information Desk Attendant

Initiate CRT by calling the members in the order listed below until you reach one of them. Stop calling once you have reached one.

The 1st CRT member reached assumes the role of EC and will contact the rest of the CRT.

1st Call
Env, Health & Safety Coordinator

2nd Call
Mgr. of Executive Operations

3rd Call
Director of Facilities Services

4th Call
Assc. VP of Human Resources

5th Call
Assc. VP Student Services

6th Call
Director of Student Development

Emergency Coordinator

Crisis Response Team

Executive Team

Internal & External Resources

Employees, Students, Visitors Media & Public