All Emergencies: Dial 911
from any Campus Phone

Waukesha
327 E. Broadway
Waukesha, WI 53186
262.695.6504

Menomonee Falls
W152 N8645 Margaret Road
Menomonee Falls, WI 53051
262.695.6208

Sky Plaza
2110 Pewaukee Road
Waukesha, WI 53188
262.896.2035

Pewaukee
800 Main Street
Pewaukee, WI 53072
262.691.5566
Campus Closing Procedure

In the event of conditions affecting the regular operating of WCTC, the following resources will give notice of any closing or cancellation. If you think WCTC may be closed, monitor the following resources:

**WCTC Website**
- www.wctc.edu

**WCTC Text Alerts**
- To sign up, go to the WCTC Portal and click on the WCTC Text Alerts Link and follow the directions provided.

**Local Radio/Television Stations**

**WCTC Weather Hotline**
- 262.691.5239

**Media Communications**

All media requests should be processed through the Executive Vice President or, in his/her absence, the Associate Vice President of Human Resources.

- Executive Vice President 262.691.5198
- Associate Vice President of Human Resources 262.691.5231

Complete listing of Emergency Policies and Procedures can be found under Safety Resources on the WCTC portal.
# Emergency Contact Telephone Numbers

## For All Emergencies Call 911

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRE</td>
<td>911</td>
</tr>
<tr>
<td>POLICE</td>
<td>911</td>
</tr>
<tr>
<td>AMBULANCE</td>
<td>911</td>
</tr>
</tbody>
</table>

## WCTC Emergency Contact Numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Police/Security</td>
<td>262.691.5582</td>
</tr>
<tr>
<td>Pewaukee Campus</td>
<td>262.691.5566</td>
</tr>
<tr>
<td>Waukesha Campus</td>
<td>262.695.6504</td>
</tr>
<tr>
<td>Menomonee Falls Campus</td>
<td>262.695.6208</td>
</tr>
<tr>
<td>Auto Collision Repair – Sky Plaza</td>
<td>262.896.2035</td>
</tr>
<tr>
<td>Environmental, Health and Safety Office</td>
<td>262.691.5226</td>
</tr>
<tr>
<td>Facilities Services</td>
<td>262.691.5555</td>
</tr>
<tr>
<td>Student Development Office</td>
<td>262.691.5295</td>
</tr>
</tbody>
</table>

## External Emergency Contact Numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waukesha County Sheriff’s Department</td>
<td>262.548.7117</td>
</tr>
<tr>
<td>Pewaukee Police Department – Non Emergency</td>
<td>262.691.0921</td>
</tr>
<tr>
<td>Pewaukee Fire Department – Non Emergency</td>
<td>262.523.4615</td>
</tr>
<tr>
<td>Waukesha Police Department – Non Emergency</td>
<td>262.524.3831</td>
</tr>
<tr>
<td>Waukesha Fire Department – Non Emergency</td>
<td>262.524.3651</td>
</tr>
<tr>
<td>Menomonee Falls Police Department – Non Emergency</td>
<td>262.251.6060</td>
</tr>
<tr>
<td>Menomonee Falls Fire Department – Non Emergency</td>
<td>262.532.8822</td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>1.800.222.1222</td>
</tr>
</tbody>
</table>

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### Campus Closing / Media / Emergency Numbers

- Waukesha County Sheriff’s Department: 262.548.7117
- Pewaukee Police Department – Non Emergency: 262.691.0921
- Pewaukee Fire Department – Non Emergency: 262.523.4615
- Waukesha Police Department – Non Emergency: 262.524.3831
- Waukesha Fire Department – Non Emergency: 262.524.3651
- Menomonee Falls Police Department – Non Emergency: 262.251.6060
- Menomonee Falls Fire Department – Non Emergency: 262.532.8822
- Poison Control Center: 1.800.222.1222
Medical Emergency Procedure

A medical emergency is an injury or illness that is acute and poses an immediate threat to a person's life or long-term health.

1. **Call 911.**
2. Provide the dispatcher with the following information.
   - Your name
   - Location of the medical emergency (Building and Room #)
   - Nature of injury/illness
   - Answer any questions the dispatcher may have
   - Follow the dispatcher's directions
   - Don't hang up until told to do so by the dispatcher
3. Assign one person to meet emergency response personnel.
4. Assign one person to notify the Front Desk Attendant of the situation and that an ambulance will be responding to campus:
   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208  **Sky Plaza** 262.896.2035
5. Evaluate the accident scene and/or situation.
6. If the scene is safe, proceed to the victim(s). Avoid contact with blood or other bodily fluids.
7. Provide whatever assistance to victim(s) you are qualified to give.
8. **DO NOT** attempt to move a seriously injured person unless they are in an unsafe area. If victim must be moved, move as a unit, always supporting the head and neck.
9. Document the incident on a WCTC Incident Report. Incident Reports are available on the Portal or through the Environmental, Health and Safety Office (262.691.5226).
10. Forward completed incident report to the Environmental, Health and Safety Office (262.691.5226).

Automated External Defibrillators (AED) are located throughout campus for use as needed by those trained in their use. Evacuation maps identifying location of the nearest AED are posted throughout classrooms and offices on campus.
Individuals with Disabilities Evacuation Procedure

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.

Evacuation Stair Chairs
Evacuation stair chairs have been located throughout campus for trained staff to assist in the evacuation of disabled individuals.

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. Do not 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.
Violence on Campus Procedure

If you witness or have reason to believe there is or will be an act of violence on campus, immediately notify 911.

Once you become aware 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 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.
   • If possible, close, lock and barricade the door.
   • Close blinds or 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, obey all commands. This may involve your 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.
Criminal Activity Procedure

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 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 911, notify the Front Desk Attendant of the situation:
   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035

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

Concerning Behavior

Sometimes behaviors of concern go unreported until a crisis occurs. Afterwards, 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.

Report concerning behavior right away to the appropriate personnel:

<table>
<thead>
<tr>
<th>STUDENT Behavior Concerns</th>
<th>STAFF Behavior Concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Student Development</td>
<td>Director of Human Resources</td>
</tr>
<tr>
<td>262.691.5295</td>
<td>262.691.5231</td>
</tr>
</tbody>
</table>

For IMMEDIATE Threats

911
Power Outage Procedure

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 equipment, in case the equipment starts up unexpectedly when the power comes on.
4. If possible, call the Front Desk Attendant:
   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035
   or Facilities Services to report the outage.
5. If you are in an area without 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.
8. If instructed to evacuate, proceed cautiously to the nearest exit.

Natural Gas Leak Procedure

1. Cease all operations and immediately evacuate the area.
2. Do not use your cell phone until you have evacuated to a safe area.
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 Front Desk Attendant:
   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035
Elevator Failure Procedure

In the event you discover an emergency (i.e., trapped occupants) involving an elevator, call the Front Desk Attendant:

- **Waukesha** 262.695.6504
- **Menomonee Falls** 262.695.6208
- **Sky Plaza** 262.896.2035

If the emergency is life threatening call **911** immediately.

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.

Spill Response Procedure

If you come across a chemical spill and there are no trained individuals in the area, you should follow the procedure outlined below.

**Chemical Spill**

1. Call **911** if imminent danger exists.
2. Contact the Front Desk Attendant:

   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035

3. Avoid direct contact with spilled material.
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. All spills should be cleaned up under the direction of the Facilities Services Department or Environmental, Health and Safety Office in accordance to WCTC's Spill Response Procedure.

**Spills involving Blood/Bodily Fluids**

1. Avoid direct contact with the spilled material.
2. Report the spill to the Front Desk Attendant:

   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035

3. Facilities Services will clean-up and dispose of the spilled material in accordance to WCTC's Bloodborne Pathogen Program.
Civil Disturbance Procedure

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 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 fire evacuation procedure unless otherwise directed by law enforcement or college officials.

Bomb Threat Procedure

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist printed below.

Bomb Threats Received by Phone:
1. Remain calm.
2. Keep the caller on the line for as long as possible. **DO NOT HANG UP,** even if the caller does.
3. Signal a co-worker to call the Front Desk Attendant:
   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035
4. Use WCTC’s Bomb Threat Checklist (located below) to collect as much detail 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 Front Desk Attendant:
   - **Waukesha** 262.695.6504
   - **Menomonee Falls** 262.695.6208
   - **Sky Plaza** 262.896.2035
7. Don’t allow the phone line to be used again until authorized by law enforcement.

*Keep all information about the threat confidential.*
Bomb Threat Checklist (Write on this sheet)

**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:**
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________
_________________________________________

Sex of caller: ______ Race: ______
Age: ______ Length of call: ______
Number at which call is received: ______
Time: ________ Date: _______

**Caller’s voice:**
___ Calm  ___ Nasal
___ Angry  ___ Stutter
___ Excited  ___ Lisp
___ Slow  ___ Raspy
___ Rapid  ___ Deep
___ Soft  ___ Ragged
___ Loud  ___ Clearing throat
___ Laughter  ___ Deep breathing
___ Crying  ___ Cracking voice
___ Normal  ___ Disguised
___ Distinct  ___ Accent
___ Slurred  ___ Familiar
___ Familiar

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  ___ Other
___ Factory machinery  ___ Other

**Threat language:**
___ Well spoken (educated)
___ Foul
___ Irrational
___ Incoherent
___ Taped
___ Message read by threat maker

**Remarks:**
_________________________________________
_________________________________________
_________________________________________

Sex of caller: ______ Race: ______
Age: ______ Length of call: ______
Number at which call is received: ______
Time: ________ Date: _______

**Date**

Your name __________________________

Position __________________________

Phone number _______________________

**Civil Disturbance / Bomb Threat**
Fire Emergency Procedure

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 medical emergency (Building and Room #)
   - Nature of the injury/illness
   - Answer the dispatcher’s questions and follow his/her directions

4. Call the Front Desk Attendant to notify them of the fire and that the Fire Department has been called:
   - Waukesha 262.695.6504
   - Menomonee Falls 262.695.6208
   - Sky Plaza 262.896.2035

5. 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. See Individuals with Disabilities Evacuation.
   - If possible, close doors as you exit.
   - Stay out of the way of emergency vehicles and personnel and do not congregate by fire lanes, hydrant areas, or walkways.

6. 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.

7. Report any missing individuals to either fire department personnel or college representatives.

8. Nobody will be allowed to re-enter an evacuated building until authorization has been given by the fire department.

Fire Extinguishers

If you must use a fire extinguisher, follow these instructions:

- **P** = Pull the safety pin
- **A** = Aim the nozzle at the base of the fire
- **S** = Squeeze the handle to activate the extinguisher
- **S** = Sweep the nozzle side to side

Planning and Preparation

- Know the location of the nearest fire extinguisher, fire alarm pull stations, exits and alternative evacuation routes for your classroom or office.
- Please report potential fire hazards to Facilities Services or the Environmental, Health and Safety Office.
Severe Weather Procedure

WCTC’s Severe Weather Procedure will be activated when a tornado warning is issued for Waukesha County by the National Weather Service. The college will use the following resources to communicate a tornado warning:

- Municipalities external weather sirens.
- 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 the classes in their area that are in session.

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. See Individuals with Disabilities Evacuation.

2. Designated shelter areas are identified on the campus evacuation maps posted in classrooms and offices throughout campus and are also identified with a sign.

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

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

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

If Severe Weather Causes Damage

- Alert emergency response teams to any injured persons.
- Do not go into damaged buildings or tour damaged areas.
- Exit a building that smells of natural gas or chemical fumes.
- If you must be outdoors, watch for downed power lines and for possible falling debris.
- Report hazards and damage to Facilities Services.
Suspicious Package Procedure

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. 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).