EMERGENCY PROCEDURES

All Emergencies: Call 911

Pewaukee
800 Main Street
Pewaukee, WI 53072
262.691.5566

Waukesha
327 E. Broadway
Waukesha, WI 53186
262.695.6500

Firing Range
1228 Hickory Street
Pewaukee, WI 53072
262.691.5028

Sky Plaza
2110 Pewaukee Road
Waukesha, WI 53188
262.896.2035
Campus Closing Procedure

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

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

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

**Local Radio/Television Stations**

**Media Communications**

All media requests should be processed through the Director - Public Relations, Marketing & Outreach or, in his/her absence, the Vice President of Human Resource Services.

- Director – Public Relations, Marketing & Outreach 262.695.6247
- Vice President – Human Resource Services 262.691.5346

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>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Police</td>
<td>262.691.5582</td>
</tr>
<tr>
<td>Information and Security Desk</td>
<td>262.691.5566 or Dial 0</td>
</tr>
<tr>
<td>Emergency Response Team Activation</td>
<td>262.691.5055</td>
</tr>
<tr>
<td>Service Desk</td>
<td>262.691.5555</td>
</tr>
<tr>
<td>Campus Security Coordinator</td>
<td>262-691-5225</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>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Response Team Activation</td>
<td>262.691.5055</td>
</tr>
<tr>
<td>Pewaukee Campus</td>
<td>262.691.5566</td>
</tr>
<tr>
<td>Waukesha Campus</td>
<td>262.695.6500</td>
</tr>
<tr>
<td>Auto Collision Repair – Sky Plaza</td>
<td>262.896.2035</td>
</tr>
<tr>
<td>Waukesha County Sheriff’s Department – Non Emergency</td>
<td>262.548.7122</td>
</tr>
<tr>
<td>Pewaukee Police Department – Non Emergency</td>
<td>262.691.5678</td>
</tr>
<tr>
<td>Pewaukee Fire Department – Non Emergency</td>
<td>262.522.2500</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>Poison Control Center</td>
<td>1.800.222.1222</td>
</tr>
</tbody>
</table>

**Poison Control Center**

1.800.222.1222

For All Emergencies Call 911

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**Campus Closing / Media / Emergency Numbers**
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 have the Emergency Response Team activated (262.691.5055) and notify that an ambulance will be responding to campus.

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) within 24 hours.

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. 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. Evacuation chair locations are:

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waukesha Campus (stairwell next to W-011)</td>
</tr>
<tr>
<td>Electronics (outside E-201)</td>
</tr>
<tr>
<td>Electronics (outside E209)</td>
</tr>
<tr>
<td>College Center (stairwell outside C-226)</td>
</tr>
<tr>
<td>College Center (stairwell C-294 to right of C-210)</td>
</tr>
<tr>
<td>Industrial (stairwell outside I-202)</td>
</tr>
</tbody>
</table>

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.

Medical Emergency / Individuals with Disabilities Evacuation
Violence on Campus Procedure

CALL 911 FOR ALL EMERGENCIES OR SUSPECTED EMERGENCIES

If you witness or have reason to believe there is or will be an act of violence on campus, immediately call 911 or notify Campus Police (262.691.5582).

ACTIVE THREAT PROCEDURES BEFORE AN ACTIVE THREAT INCIDENT: PLANNING AND PREPARATION

- Plan ahead by discussing procedures with students and employees, classmates, co-workers, etc.
- Whenever possible, keep doors in a locked position. Do not prop doors open for access.
- Classroom doors are to remain locked once class begins and between classes. Doors may be unlocked for short periods before classes begin or as per College policy.
- Evaluate all locations that you occupy on campus to determine how you would escape and where you would hide.
- Visualize the actions you would take if you were faced with this situation.
- Make sure you’ve registered your cell phone number on WCTC Alerts so you receive alerts when sent out via the College’s mass notification system.
- Report any suspicious behavior, including social media posts that mention any type of violence or threats.

DURING AN ACTIVE THREAT OR VIOLENT EVENT: RESPONSE

In any active threat or violence on campus situation, you have three options: RUN, HIDE OR FIGHT. Only you can determine which option is best based on your situation and surroundings.

YOU MUST FIRST ASSESS YOUR SITUATION AND MAKE YOUR DECISION TO RUN, HIDE OR FIGHT BASED ON THIS ASSESSMENT.

RUN

If you observe violence on campus, or if Campus Police or Campus Security activate a lockdown, your first option may be to run (you must make this determination based on the assessment of your situation).

1. If you know where the hazard is and have a safe route to escape the building or area, you should run.
2. Warn other occupants as you leave the building.
3. Drop all belongings and keep your hands visible.
4. Once outside, get as far away from the building as possible.
5. Contact 911 to notify them of what you observed.
6. DO NOT re-enter the building until you have been given the all clear by Police or Campus Security.

HIDE

If you do not know where the hazard is or do not have a safe route to escape the building, your second option is to hide.

1. Stay in your current location or seek the nearest safe location.
2. If it is safe to do, gather anyone stranded in the corridors into your classroom or office.
3. Lock, secure and barricade doors and windows.
4. Turn off lights and computer monitors, silence cell phones, turn off the vibrate function, etc.
5. Assist others as appropriate.
6. Get out of sight, away from doors/windows; hide behind/under furniture.
7. Remain calm and quiet.
8. After the door has been closed, locked or barricaded, DO NOT open it.
9. Monitor campus communication systems for further information or instructions. Contact Police by calling 911 if needed.
10. Stay in your safe place until the all clear announcement has been given.

**FIGHT**
If you can’t run or hide and an active threat has entered your room or area, your last option is to fight.

1. Fight back only as a last resort and when your life is in imminent danger.
2. Organize others and formulate a plan.
3. As a group, throw books, furniture and electronics. Find anything you can use as a weapon against the shooter.
4. Act as aggressively as possible to overpower or disarm the shooter.

**REMEMBER**
- Active threat procedures may be implemented for a variety of reasons including weapons or intruders on campus, hazards or police activity in or around the campus, a shooter on campus, or a terrorist attack.
- Campus Police and/or Campus Security will provide as much information as possible, as soon as possible.
- You should be prepared to take the necessary actions based on what you observe. Do not hesitate!
- 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

All students and employees need to be alert to criminal activity and suspicious individuals. If you observe criminal activity and/or suspicious individuals on campus, do the following:

1. **Call 911 for all emergencies**

2. For non-emergencies, contact Campus Police (262.691.5582), *(Waukesha Campus – Contact Waukesha Police at 262.524.3831)*, the Information and Security Desk (262-691-5566) or Campus Security at (262.691.5225).

3. 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

4. Assist Campus Police/Security by being a good witness. Supply any additional information you obtain once they arrive.

**Concerning Behavior**

Behaviors of concern often go unreported until a crisis occurs. Any bits of information you have may be clues to a larger issue. Collectively, this information may be helpful in preventing unfortunate events and initiating assistance to an individual. WCTC is committed to a proactive approach. By encouraging all to report concerning behavior immediately to:

<table>
<thead>
<tr>
<th>IMMEDIATE THREATS</th>
<th>NON-IMMEDIATE THREATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL 911</td>
<td>Campus Police</td>
</tr>
<tr>
<td></td>
<td>262-691-5582 or EXT 5582</td>
</tr>
<tr>
<td>Waukesha Campus</td>
<td>Waukesha Campus Police</td>
</tr>
<tr>
<td>Contact Waukesha</td>
<td>262-524-3831</td>
</tr>
<tr>
<td>Police</td>
<td>Information and Security Desk</td>
</tr>
<tr>
<td>262-691-5566</td>
<td>262-691-5566 or Ext. 5566</td>
</tr>
<tr>
<td>Campus Security</td>
<td>Campus Security Coordinator</td>
</tr>
<tr>
<td>Coordinator</td>
<td>262-692-5225 or Ext. 5225</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STUDENT Behavior Concerns</th>
<th>STAFF Behavior Concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Student Development</td>
<td>Vice President of Human Resource Services</td>
</tr>
<tr>
<td>262-691-5295</td>
<td>262-691-5346</td>
</tr>
</tbody>
</table>

Violence on Campus / Criminal Activity
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 Service Desk (262.691.5555) 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 the Service Desk (262.691.5555).
Elevator Failure Procedure

If an elevator fails and occupants are trapped, call the Service Desk (262.691.5555). 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 Service Desk (262.691.5555).
3. Avoid contact with spilled material.
4. If possible, identify the 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. Spill clean-up is the responsibility of the Facilities Services Department (262.691.5555) under the direction of the Environmental, Health and Safety Office (262.691.5226).

**Spills involving Blood/Bodily Fluids**
1. Avoid direct contact with the spilled material.
2. Report the spill to the Service Desk (262.691.5555).
3. Facilities Services will clean-up and dispose of the spilled material in accordance to WCTC’s Bloodborne Pathogen Program.
Civil Disturbance Procedure

If a demonstration appears threatening to individuals on campus, immediately call 911. Next, 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. A bomb threat checklist is printed below to assist in obtaining pertinent information.

**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 911.
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. Signal a co-worker to contact Campus Police and Security (262.691.5582 or 262.691.5566). If the caller terminates the call, contact the Service Desk yourself from a different phone.
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)*

**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
- 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:**

________________________________________________________

**Report call immediately to:**

Call 911. If you are able, also contact the Information Desk Attendant (262.691.5566)

Date: ______

Your name: ______

Position: ______

Phone number: ______

DO NOT HANG UP THE PHONE
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 from a safe area.
3. Provide the dispatcher with the following information.
   - Your name
   - Location of the fire (Building and Room #)
   - Answer the dispatcher’s questions and follow his/her directions
4. Call the Information and Security Desk (262.691.5566) to notify them of the fire and that the Fire Department has been called.
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 the “all clear” is given. The class instructor or employee supervisor should account for the people of the class/area. Evacuation maps identifying the assigned evacuation staging areas are posted throughout campus in classrooms and offices and are available on the WCTC website (wctc.edu).
7. Report any missing individuals to fire, police or campus security
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 the Service Desk (262.691.5555) or the Environmental, Health and Safety Office (262.691.5226).
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:

- The Village of Pewaukee tornado siren located on the roof of the Industrial Occupations Building will sound.
- The WCTC Alertus system will be activated displaying a warning message and the beacon lights will flash.
- A Tornado Warning Alert will be sent to all college issued cellphones, all personal cell phones for those registered through “WCTC Alerts”, all college computer screens will be overridden to display the warning and a message will be sent to all employees e-mails.

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

1. Individuals on campus should immediately proceed to the nearest designated shelter for their building and floor. 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. Direct students and visitors to take cover in the shelter areas.

4. Employees are not responsible for anyone who decides not to seek shelter.

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 enter 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 the Service Desk (262.691.5555).
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 Campus Police (262-691-5582) and the Information and Security Desk (262-691-5566)
7. Contact the Manager, Dean or Associate Dean of your department.
8. Make a list and isolate in one area 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).