

Emergency Procedures Guide

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University of Wisconsin
Eau Claire

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Quick Reference Guide Common Emergency Response

Emergency Phone Numbers

Police: 911
 or **Non-emergency:**
 715-839-4972
Fire: 911
Poison Control: 1-800-222-1222

General Principles

When calling 911:

- Tell the dispatcher your location — include building and room number.
- Answer all the dispatcher's questions — do NOT hang up until told to do so.
- Follow all directions given by emergency personnel.

Criminal Acts

Acts in Progress
 (examples: intrusion, theft, acts of violence/threats.)

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CALL 911

Acts NOT in Progress
 (examples: vandalism, missing property.)

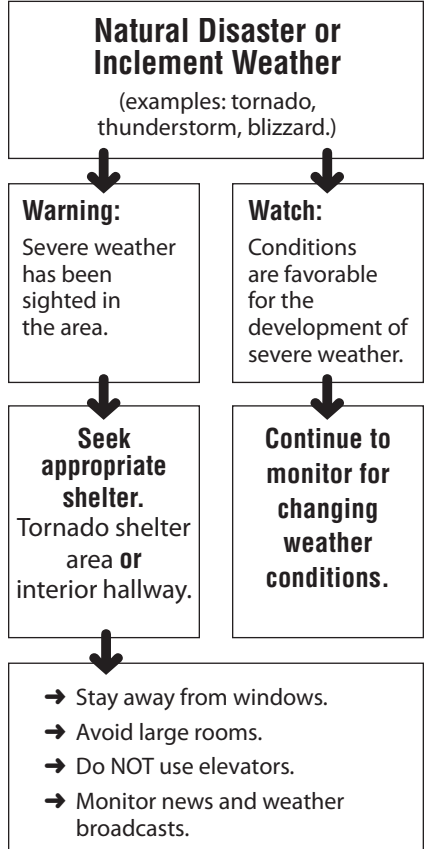
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**CALL University Police:
 715-839-4972**

Fire Alarm or Actual Fire



Natural Disaster/Inclement Weather





Reporting Emergencies

When to call 911:

Call 911 in all emergencies.
(9-911 from land line on campus phones.)

What is an emergency?

An emergency is any immediate threat to life and/or property that requires immediate response from police officers, firefighters or other emergency personnel. Some examples of emergencies are crimes in progress, fires or serious injuries or illnesses. If you are not sure if an incident falls into an emergency classification, feel free to call 911 when an immediate response is needed.

How should I report an emergency?

- Stay on the phone with the dispatcher.
- Provide the address, location and a description of the emergency.
- Provide the phone number at your location.
- Provide a thorough description of the incident to assure appropriate resources are dispatched.

Telephone Numbers

The following telephone numbers are provided for non-emergency situations. Using these numbers will provide a prompt response from the responsible agency, while keeping 911 lines free for emergencies. All 911 calls are voice and TTY.

University Police 715-836-2222 (Mon.-Fri., 8 a.m.-4:30 p.m.)
715-839-4972 (Eau Claire Co. Dispatch)
715-577-9045 (service-type calls)

Loss Prevention and Safety 715-836-4414

Introduction

This guide provides the University of Wisconsin-Eau Claire community with a quick reference that can be used to prepare for and respond to emergencies on campus. We encourage you to review and become familiar with this guide before an emergency occurs. Communities and individuals are most effective in an emergency when they are prepared.

Copies of this guide will be placed in classrooms, residence halls and office areas for reference. Additional copies are available from the University Police (715-836-2222) or Loss Prevention and Safety (715-836-4414).

This document does not cover every emergency that might arise. If you are unsure of what to do in your building, please contact University Police at 715-836-2222.

Bomb Threats

Keep the following step-by-step information handy, in the event that you receive a telephone bomb threat.

- **Listen to the caller carefully and write down what you are told.** Always remember to ask the caller when and where the device is supposed to activate. Try to fill out as much of the information on the form below, but don't be surprised if the caller simply hangs up before you can react. This is typical. Do not hang up the phone that the call was received on. Call police from a separate phone.
- **Do not panic.** The vast majority of phoned-in bomb threats are found to be false.
- **Call University Police immediately at 839-4972** and report what the caller said. Stay on the telephone with the police dispatcher. You may receive instructions from the dispatcher or an officer over the phone, depending on the circumstances. An officer always will be dispatched immediately to meet with you.
- **Do not activate a fire alarm** unless told to do so by an officer or the dispatcher. The University Police department follows specific UW System guidelines regarding bomb threat response and evacuations. Building evacuations will be conducted only if ordered by the person in charge of the incident.
- **If you are told to evacuate,** close your room door, but do not lock it. Take lunches, purses, backpacks and personal packages (as they could be mistaken for concealed explosives) and exit the building. Move well away from the building (500 feet is recommended) for your safety. Stay away from windows.

Remember — stay calm and do not hang up.

Questions to ask:	Evaluating the caller's voice:
1. When is the bomb going to explode?	Accent (specify)
	Any impediment
2. Where did you put the bomb?	Voice (loud, soft, etc.)
	Speech (fast, slow, etc.)
3. When did you put it there?	Diction (clear, muffled)
	Manner (calm, emotional)
4. What does the bomb look like?	Did you recognize the voice?
	If so, who do you think it was?
5. What kind of bomb is it?	Was caller familiar with the area?
6. What will make the bomb explode?	Threat language:
	Well-spoken
7. Did you place the bomb?	Incoherent
	Irrational
8. Why did you place the bomb?	Taped
	Message read by caller
9. What is your name?	Abusive
	Other
10. Where are you?	Background noises:
	Street noises
11. What is your address?	Aircraft
	Voices
Exact wording of the threat:	Music
	Machinery
	Local call <input type="checkbox"/> Long distance <input type="checkbox"/>
	Other
	Other
	Gender of caller
	Estimated age
	Call taken
	Date
	Time
	Duration of call
	Number called
	Recipient
	Name (print)
	Telephone number
	Signature

Chemical/Hazardous Waste Spill

Keep people away from spill — use barricades or other items to secure the spill area.

If you know what the spilled substance is and are qualified to clean up that substance, proceed with the proper cleanup. If you have any doubts about how to proceed, contact your immediate supervisor and/or consult the material safety data sheet for information on how to clean up the spilled substance.

If the MSDS (Material Safety Data Sheet) is not available or the spilled substance is unknown or too large, please contact:

1. Your immediate supervisor for assistance. If the supervisor determines that the spill cannot be cleaned up by simple means, they should contact:
2. The campus hazardous materials manager at 715-836-3999 or 715-271-1020 (cell). If the hazardous materials manager cannot be reached, contact University Police at 715-836-2222 or 715-577-9045.

If it is determined that the spill/release is an imminent hazard (i.e. serious environmental damage, fire or potential fire, injury or potential injury exists), evacuate the area and call **911** for assistance.

NOTE: Do not attempt to clean up any hazardous material spill/release unless you are properly trained and equipped to handle the cleanup safely. All spills that are cleaned up must be reported to the campus hazardous materials manager as soon as possible. All cleanup waste must be collected for proper disposal via the campus hazardous waste management program.

Disturbance

If you are a victim or a witness of a disruptive event:

- Call personally or have someone else call 911.
- Identify your name, location and need for assistance. Stay on the phone with the dispatcher and follow all instructions.
- Stay calm.
- If you can, remove yourself or the targeted staff member to his/her office/room and lock the door.
- Attempt to diffuse the situation. Acknowledge anger, but calmly ask the abusive person to leave.
- If the person still will not leave, advise them that the police have been called and that they must leave immediately.
- Never endanger yourself needlessly or continue to argue with an abusive person.

Students of Concern

If, in your judgment, a student's behavior is disruptive (but not in progress) or could potentially pose a threat, you should contact the Dean of Students Office. Faculty, staff and students can share information about a student who may be considered at risk by calling the Dean of Students Office at 715-836-5626 or completing a form at: www.uwec.edu/dos/faculty/studentconcern.htm.

If a student's behavior is believed to pose an immediate threat, call 911.

Fire

If you see fire or smoke in your immediate area:

Use the **RACE** acronym as a guide:

R = Remove anyone in immediate danger. Advise students, staff and visitors to evacuate the building. Evacuate the building via the closest exit doors located away from the fire. Do not use elevators. Assist handicapped individuals to the nearest stairwell landing and advise police and/or firefighters of their location. Move well away from the building (500 feet is recommended).

A = Activate the fire alarm. Pull the nearest fire alarm station. Call 911 to report the location of the fire/smoke and any other pertinent information. If the call cannot be made safely from the building, call as soon as you find a safe place.

C = Confine and contain. Close all doors as you leave the building. Do not lock the doors.

E = Extinguish, only if you know the location of a nearby extinguisher and can do so without endangering your safety.

If you hear a fire alarm:

- You must evacuate the building. Ensure that all present in your area also evacuate.
- Shut off your room lights and close the door. Do not lock the door.
- Take items such as backpacks, briefcases, purses and coats with you. Do not retrieve these items if doing so would delay your evacuation.
- Evacuate the building via the nearest fire exit and remain well away from the building (at least 500 feet) until informed by a University Police officer that you may re-enter.

Utility Failure

All utility failures must be reported to Facilities Management as soon as possible:

- During normal working hours (Mon.-Fri., 7:30 a.m.-4:30 p.m.), call 715-836-3411.
- If a utility failure occurs after hours or during weekends or holidays, notify University Police at 715-577-9045.
- If there is potential danger to a building and/or its occupants, call 911.
- If telephone service is not available, go to the University Police office (Crest Wellness Center, Room 119) and request that Facilities Management be contacted.
- Xcel Energy also can be contacted to help shut down natural gas or electricity.

Xcel Energy can be reached by calling:

- 1-800-895-1999 (electrical emergency/outage)
- 1-800-895-2999 (gas emergency/gas odor)

Medical Emergency

- Do not approach people who have been injured by electrocution or toxic exposure unless they are clearly away from the hazard.
- Do not move a seriously injured person, unless they are in an unsafe area. If a victim must be moved, move as a unit, always supporting the head and neck.
- Do not bend or twist the injured person's body.
- Call 911 and report the following information:
 - Location of the emergency.
 - What happened?
 - Number of people injured.
 - Is the injured person conscious?
 - Is the injured person breathing?
 - Is there severe bleeding?
- After calling 911, stay with the victim until help arrives.
- Restore or maintain breathing and heartbeat.
- Stop severe bleeding with direct pressure when possible.
- Keep victim warm.
- Follow the instructions of the 911 dispatcher.

Alcohol Poisoning or Drug Overdose

- 1. Wake the person.** Call their name; shake them; pinch their skin. If they don't respond, get help!
- 2. Turn and keep the person on his/her side** to reduce the risk of choking on vomit.
- 3. Check the person's skin.** If his/her skin is pale or bluish, or is cold or clammy, get help!
- 4. Check the person's breathing.** If it is irregular, or too slow/shallow (less than eight breaths per minute or more than 10 seconds between breaths), get help!

If you discover any of the above problems, stay with the person and call 911. It is important to contact emergency services quickly. Do not try to transport a student who could be suffering from alcohol poisoning in a personal vehicle. Ambulances have trained personnel and access to medical equipment needed to treat patients on the way to the hospital.

Mental Health Crisis

(i.e. suicidal behavior, an individual threatening harm, a psychotic break resulting in loss of contact with reality, confusion or panic.)

- **Every attempt or statement about suicide should be taken seriously.** Don't try to evaluate the validity of the threat on your own.
- **Call 911:** Give your name, telephone extension, your location and the location of the person. Inform the dispatcher whether any drugs, medications or weapons are involved.
- After emergency personnel have arrived, notify the residence hall director if the emergency involves a student and/or residence hall resident.
- Stay with the person unless your safety is threatened. Wait for emergency response personnel to arrive.
- Stay calm and do not provoke panic in others.

Severe Weather/Tornado

DESCRIPTION:

Severe Weather/Tornado Watch: A watch is an indication of where and when weather conditions may present severe weather or tornadoes. The National Weather Service will issue a bulletin to local authorities as well as local television and radio stations.

Severe Weather/Tornado Warning: When severe weather or tornadoes are approaching Eau Claire County, the National Weather Service will notify local authorities and radio and television stations. The Eau Claire County Weather Siren System then will be activated.

SIREN ACTIVATION RESPONSE:

Beginning April 2008 sirens only will sound for locations in the path of severe weather based on National Weather Service data available at the time. Instead of issuing warnings for entire counties, warnings will be issued based on the paths of storms.

ALERT MODE — campus initial response to sirens

- Use available means to obtain more emergency or severe weather information (i.e. radio, television, weather alert radio, Internet services.)
- Communicate information to others.
- Know where emergency/severe weather shelters are located in your building, if needed.

TAKE SHELTER IMMEDIATELY — if severe weather is imminent at your location

- All persons immediately should seek shelter in the nearest designated severe weather or emergency shelter and assist in protecting the safety of others who may need assistance or direction.
- Go to the basement or an interior room of the nearest building if the location of an emergency is unknown.
- Avoid rooms with large roofs (i.e. auditoriums, gymnasiums or similar large rooms).
- Stay away from all windows and exterior doors.

Note: The Eau Claire County Siren System is tested at 11 a.m. on the first Monday of each month.

Flooding

Background

Flood-producing storms in the Eau Claire area are of two types: long duration with moderately heavy rainfall over a large area; or short duration with heavy thunderstorms of a more localized character. Major floods along the Chippewa River in the Eau Claire area generally are the result of the large area and prolonged storms. Spring floods associated with snow melt and limited rainfall occur frequently, but the major floods of record all have been the result of summer storms and saturated ground conditions.

Preparedness

The City of Eau Claire Engineering Division (715-838-4934) monitors the Chippewa River elevation daily. Xcel Energy (1-800-895-1999) operates nine hydroelectric facilities along the Chippewa and Flambeau rivers and has been very helpful in providing advance warning and prediction information. The National Weather Service's River Forecast Office in Minneapolis/St. Paul, Minn., maintains a current computer model of the Chippewa River, which generates forecasts and predicted changes in river levels.

University officials work closely with City of Eau Claire officials, Xcel Energy, the National Weather Service and Eau Claire County Emergency Government operations to coordinate flood control efforts. Specific responsibilities for monitoring flood conditions are outlined in the UW-Eau Claire Emergency Flood Plan, which is located in the Facilities Management office. University Police are in constant readiness for emergency service. Officers are available for traffic control, notification of the campus community and patrolling affected areas to maintain security.

If flood conditions occur:

The Emergency Flood Plan, dated July 1993, is maintained in the Facilities Management office.

If flood conditions have occurred, contact one of the following individuals from Facilities Management:

- Terry Classen..... 715-836-3411 (work)
- Mike Traynor..... 715-836-2211 (work)

Some DOs and DON'Ts about flooding

- DO** → Switch off all electrical and gas appliances.
- Avoid contact with flood water — it may be contaminated.
 - Stay away from power lines.

- DON'T** → Walk through flowing water.
- Drive through flooded areas.

Active Shooter

An active shooter is a person who is using a firearm or other weapon with the intent to injure or kill others. Law enforcement personnel will deploy to the location of the active shooter with the primary goal of stopping the shooter.

An active shooter incident can occur under a variety of circumstances, so no single set of guidelines is able to cover specific actions to take in every situation. Even so, familiarity with the following information can help with planning your own survival strategy in a variety of incidents.

Research shows that if you have thought in advance about what you would do in the event of an incident, your chances of survival are greatly improved.

Survival Strategies in the Event of an Active Shooter

If you can remember one word, it should be **OUT!**

■ GET OUT — RUN.

Your best option always is to run, get out and get away. Put as much distance between you and the shooter.

■ CALL OUT — Call 911

If possible, take care of your safety first by getting to a safe place. Run, hide and barricade or lock the door first, then call 911. If it is safe, stay on the phone and give the dispatcher the best information you can.

■ HIDE OUT

If you are not able to get out, find a place to hide. If there is no way to get out or hide, playing dead could save your life. If you are hiding when the police come, realize that they will not know if you're a victim or shooter. **FOLLOW THEIR INSTRUCTIONS.**

■ KEEP OUT

If you can't get out, lock or barricade the door to the room you are in. Make sure the barricade stays in place, holding it from a safe position, if necessary.

■ TAKE OUT — Fight or Flight!

If you are unable to flee the area and are faced with a life or death situation, fight back and "take out" the shooter. This is a last resort, but could mean the difference between life and death.

When exiting the building in an active shooter incident:

- Have a route pre-planned.
- Do not carry items such as backpacks or jackets.
- Move quickly and keep your hands visible, with palms raised upward.
- Do not attempt to treat or remove injured persons, but note their locations so that you may provide the information to emergency personnel.
- Proceed to a safe location away from the scene, but stay in the general area in case law enforcement personnel need to speak with you.
- Always comply with commands from law enforcement officers.

What to expect from responding officers:

Police officers responding to an active shooter may be wearing regular uniforms or special tactical gear, but they will clearly be identified as law enforcement officers.

- Responding officers will point firearms at you while seeking the threat. This is a normal part of their training and response. Avoid any sudden furtive movements and obey all officer commands. Keep your hands visible to officers at all times.
- Responding officers are trained to proceed immediately to the area where shooting is taking place to neutralize the threat. If you are injured, they will not stop to assist you.
- Another group of officers and/or tactical medics will follow to provide medical assistance and help with evacuation.
- Remain calm and immediately comply with all commands from law enforcement officers.

→ Remember OUT:

- GET OUT
- CALL OUT
- HIDE OUT
- KEEP OUT
- TAKE OUT

(The "Out" strategy is courtesy of the Center for Personal Protection and Safety, 2007)

Suspicious Letter or Package

How to identify a suspicious letter or package:

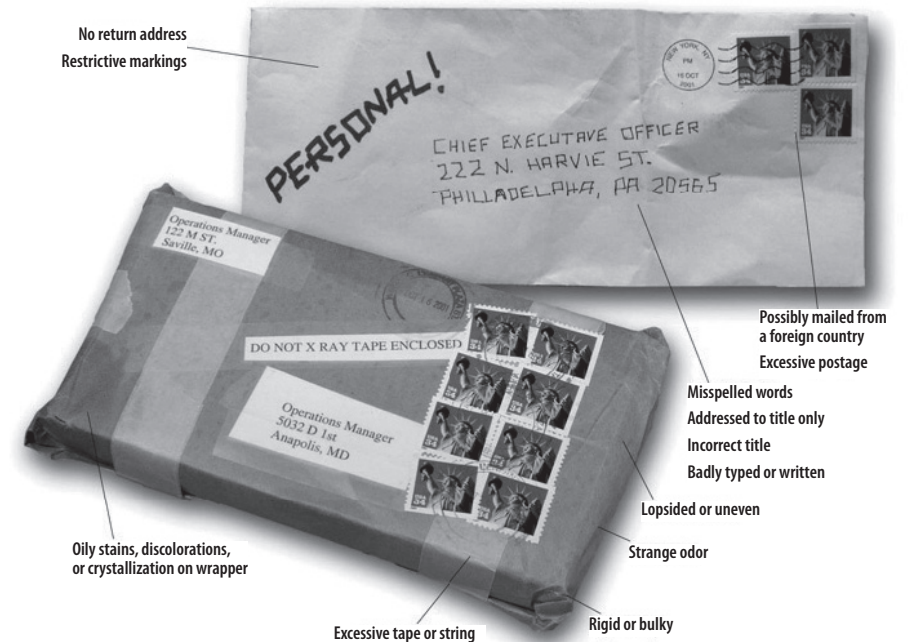
Use reasonable judgment in identifying suspicious mail. Packages or letters exhibiting characteristics listed below may raise suspicions, particularly if several of the listed items are present. Note whether you are familiar with the addressee or the address of the sender and whether the addressee was expecting a package/letter. If so, verify the contents. Also check for:

- No return address.
- Insufficient postage.
- Return address and postmark are not from same area.
- Brown paper with twine wrapping.
- Grease-stained or discolored paper.
- Strange odors.
- Foreign mail, airmail or special delivery.
- Restrictive markings, such as "confidential", "personal."
- Excessive postage.
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Titles but no names.
- Misspellings of common words.
- Excessive weight.
- Rigid envelope.
- Lopsided or uneven envelope.
- Protruding wires or aluminum foil.
- Excessive securing material, such as masking tape or string.
- Visual distractions.

If a suspicious package is received, notify University Police immediately at 715-839-4972.

SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



- 1** Handle with care. Don't shake or bump.
- 2** Isolate it immediately.
- 3** Don't open, smell, touch or taste.
- 4** Treat it as suspect. Call local law enforcement authorities.

If a parcel is open and/or a threat is identified ...

For a Bomb:

- Evacuate immediately
- Call police
- Contact postal inspectors
- Call local fire department/ HAZMAT unit

For Radiological:

- Limit exposure — don't handle
- Evacuate area
- Shield yourself from object
- Call police
- Contact postal inspectors
- Call local fire department/HAZMAT unit

For Biological or Chemical:

- Isolate - don't handle
- Evacuate immediate area
- Wash your hands with soap and warm water
- Call police
- Contact postal inspectors
- Call local fire department/ HAZMAT unit

