

Concordia University
Wisconsin
EMERGENCY
PROCEDURES

January 2003

Emergency Procedures

This document contains the recommended procedures to be followed during specific types of emergencies. The procedures should always be followed in sequence, unless conditions dictate otherwise.

Under all conditions, follow-up communication regarding an incident should be furnished immediately to an immediate supervisor and an incident report form should be completed and submitted to Campus Safety no more than two days following the occurrence.

Building Evacuation

Fire

Explosion

Utility Failure

Weather Emergencies

Bomb Threat

Violent or Criminal Behavior

Civil Disturbance or Demonstration

Nuclear, Biological or Chemical Threats (NBC)

Psychological Crises

Medical and First Aid

Building Evacuation

During certain emergency conditions, it may be necessary to evacuate a building. Examples of such occasions include: smoke/fire, gas leak, bomb threat. Pre-planning and rehearsal are effective ways to ensure that building occupants recognize the evacuation alarm and know how to respond. Practicing an evacuation during a non-emergency drill provides training that will be valuable in an emergency situation.

Students are visitors to a building and may not know what procedures to follow ensuring an emergency. The class instructor is responsible for providing pertinent information both at the beginning of a semester and at the time of the evacuation to ensure that students evacuate the building in a safe manner.

Building Evacuation

1. All building evacuations will occur when an alarm sounds and/or upon notification by Campus Safety or building coordinator.
2. When the building evacuation alarm is activated during an emergency leave by the nearest marked exit and alert others to do the same in a calm, orderly manner.
3. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING!** Remember that elevators are reserved for handicapped individuals. **DO NOT USE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE. DO NOT PANIC.**
4. Once outside, proceed to the designated assembly area for your department or class. Designated areas must be at least 500 feet from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
5. Do not return to an evacuated building unless told to do so by a college official.
6. **IMPORTANT:** After any evacuation, report to your designated assembly area. Stay there until an accurate headcount is taken. Designated college personnel will assist in the accounting for all building occupants.

Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced by Campus Safety.
2. All persons (students and staff) are to immediately vacate the site in question and relocate to another part of the campus grounds as directed by Campus Safety.

Evacuation Protocol:

Prior to the arrival of a responding outside emergency unit, Campus Safety will be responsible for either sheltering in place or evacuation of University buildings, based upon the incident.

Upon the arrival of the outside emergency unit, Campus Safety shall transfer authority to the responding unit and shall cooperate and provide information or assistance as needed.

Evacuation/Refuge Plan For Persons With Disabilities

Even though emergency personnel are usually available to assist with evacuation, this may not always be the case. Those with mobility concerns or other concerns that would make independent evacuation difficult are encouraged to make alternative plans and arrangements in advance which will increase the likelihood that individuals will be able to exit the building safely in the event of an emergency.

Every individual must quickly become familiar with their area by locating exits, stairwells, elevators, fire-fighting equipment, fire alarms and established areas of safe refuge.

NOTE: Places of refuge can be in a protected stairwell or a room within the structure generally used in fire situations. Ideally, these areas are especially constructed to resist smoke and heat or equipped with a sprinkler system. Any future construction should take into consideration the incorporation of places of refuge. It is understood that existing buildings may not have adequate landings within the stairwells or have rooms that are smoke and/or heat resistant. For such buildings, places of refuge should still be established as close to the exit stairwell as possible. These rooms should be marked with a sign on the corridor side identifying it as a place of refuge.

For those who have difficulty speaking or those with hearing impairments who have difficulty judging volume, it may be useful to carry a whistle or a similar device for the purpose of announcing their location to emergency services personnel who will be attempting to search for those in need of assistance.

Advise others (supervisors, administrators, instructors, colleagues, fellow students) about any concerns that you may have related to emergency exiting and how they can assist you in the event of an emergency. This can include assistance to exits, areas of refuge and altering emergency services of your location.

Assisting Those With Disabilities, Evacuation Guidelines

It is recommended that each department establish a “buddy” system in which volunteers and alternates are recruited and paired with persons who have self-identified disabilities that would create special evacuation needs. Volunteers should become familiar with the special evacuation needs of their buddies and plan to alert and assist them if an evacuation is ordered.

Persons With Visual Impairments

In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her. As you walk, tell the person where you are and advise of any obstacles. Do not grasp a visually impaired person’s arm. Offer you arm for guidance.

Persons With Hearing Impairments

Not all fire systems have a flashing light. Most are sound alarms. Therefore, persons with impaired hearing may not be aware of emergency alarms and an alternative warning technique is required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route/safe staging area.

- Tapping the person on the shoulder or turning the light switch on and off to gain attention, then indicating through gestures, or in writing, what is happening and what to do.

Persons Using Crutches, Canes or Walkers

If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person, lock-arm position, or having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels could be utilized.

Non-Ambulatory Persons

The needs and preferences of non-ambulatory persons will vary. Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor. Some people have minimal ability to move and lifting them may be painful and/or injurious. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately.

Always consult the person as to his/her preference with regard to:

- Ways of being removed from the wheelchair.
- The number of people necessary for assistance.
- Whether to extend or move extremities when lifting.
- Whether a seat cushion or pad should be brought along if he/she is removed from the chair.
- Being carried forward or backward on a flight of stairs

Extended Evacuation Procedures

In the event security of the campus community can not be ensured or returned to normal for an extended period of time, those who are able to leave the premises will be advised to do so once they have been accounted for by their department or residence life.

Those who must remain on site will be provided emergency shelter in the fieldhouse once the premises has been expected, secured and acknowledged as safe by law enforcement or fire officials and the CMT staff.

Contingency emergency plans with area hospitals and schools will be activated when deemed necessary.

EMERGENCY CONTACT LIST

Contact 1	Ext.	Contact 2	Ext.	Areas to notify
Judy Helm	4360	Pat Smith	4465	Business, Admission, Registrar, Financial Aid Offices
Robin Beck	4332	Laurie Doty	4361	Luther LU 112 to LU 135 including restrooms
Rita Paulus	4499	Karen Kentopp Susie Pipkorn	4373 2608	IT, Career Services, Nursing, Health Center, Counseling, RD office and restrooms
Lina La Licata	4433	Alicia Horn	4450	Health Services Wing including computer labs and restrooms
Dani Stuesse Renee Knuth	43634 437	Cheryl Carter	4261	Stuenkel Hall, Loeber Hall including Food Service Manager, computer labs and restrooms
Cindy Jacoby	4405	Debbie Frederick	4436	Coburg, Katherine, RD Office, Chapel Rogate, Heritage Room and restrooms
Mark Stenson	4567	Robin Beck	4332	AV, language labs, storeroom
Jean Commons	4500	Barry Kloeping	4306	MBA, International Student Services, Graduate Admission Office and restrooms
Paul Leshok	4344	Campus Safety	4344	Campus Safety and Mail Services Radio Station and Heidelberg Lounge
Dottie Larson	4385	Lois Mueller	4228	Field House, training and locker rooms
Steve Hibbard Greg Nowicki	4311 4312	Herm Kentopp	4354	Lower Stuenkel - maintenance, distribution center, coaches offices, duplicating and mail center
Jackie Gierach	4496	Kathy McCoy Julie Weber	4390 4587	Bookstore, Falcon Nest, Plaza Lounge, C-Store, Minority Center, Siebert Offices and restrooms
Chris Taraban	4330	Richard Wohlers	4403	Library
Michelle Porten Sharon Wegner	4447 4342	Sarah Weaver Sue Burback	4257 4340	Upper Luther - Graduate, Learning Center and restroom Upper Luther - Distance Learning, Education, Faculty Secretary, Deans' Secretary and Faculty offices

Fire

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911. **NOTE: IN ALL CASES OF FIRE THE MEQUON FIRE DEPARTMENT MUST BE NOTIFIED IMMEDIATELY.**

Know the location of the fire extinguishers, fire exits and alarm system in your area and know how to use them. Training and information is available through the Director of EHS .

IMMEDIATE ACTION

1. For the person discovering the fire:
 - Extinguish **ONLY** if you can do so safely and quickly
 - After the fire is extinguished, call Campus Safety
 - In case of emergency call 911

2. If the fire cannot be extinguished:
 - Confine the fire by closing the doors.
 - Pull the nearest fire alarm if there is one.
 - Call the Fire Department 911
 - Contact the Campus Safety Department
 - Alert others
 - Campus Safety will meet the Fire Department when they arrive.

3. For occupants of the building:
 - Close the doors to your immediate area.
 - **EVACUATE** the building via the nearest exit. Assist others in exiting the building
 - **DO NOT** use elevators
 - Avoid smoke-filled areas.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. **DO NOT PANIC.**

4. For persons evacuating from the immediate fire area:
 - Feel door from bottom to top. If it is hot **DO NOT** proceed; go back
 - If the door is cool, crouch low and open the door slowly. Close the door quickly if smoke is present so you do not inhale it.
 - If no smoke is present, exit the building via the nearest stairwell or exit.
 - If you encounter heavy smoke in a stairwell, go back and try another stairwell.

5. For persons with mobility concerns, refer to evacuation procedures section.

Fire Drill Policy

1. Fire drills should be conducted at least annually at unexpected times and under varying conditions to simulate the unusual conditions that occur in the case of fire. Various means of exit could be made temporarily unavailable in order to familiarize occupants with secondary routes of evacuation.
2. Fire drills should involve all occupants. Everyone should leave the building when the fire alarm sounds. Exemptions are strongly discouraged. It may be advisable to notify wheelchair occupants prior to the planned fire drills.
3. In the conduct of drills, emphasis shall be placed upon orderly evacuation under proper discipline rather than upon speed. The floor proctors are expected to perform their assigned duties as if in an actual emergency situation.
4. Provisions should be made for timing and evaluating the orderliness of each drill.

Explosion

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

IMMEDIATE ACTION

1. Get out of the building as quickly and calmly as possible (refer to evacuation procedures).
2. Call 911
3. Contact Campus Safety, at x4344
4. If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
5. If there is a fire, stay low to the floor and exit the building as quickly as possible.
6. If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
7. Assist others in exiting the building and move to designated evacuation areas.

Keep streets and walkways clear for emergency vehicles and crews.

Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Utility Failure

1. In the event of a major utility failure during normal working hours (8 a.m. to 6 p.m., Monday through Friday), immediately notify Maintenance.
2. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or holidays, notify Campus Safety.
3. If an emergency exists, activate the building alarm and also report the emergency by phone to Campus Safety.
4. All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists. Follow building evacuation procedures as outlined.

Always observe steps 1 and 2 above whenever the following utility emergencies arise:

Electrical/Light Failure

At present, campus lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is advisable to have a flashlight, portable two-way radio or cell phone available for emergency.

Elevator Failure

If you are trapped in an elevator use the emergency phone to notify Campus Safety. If the elevator does not have an emergency phone, turn on the emergency alarm which will signal for help.

Plumbing Failure/Flooding

Cease using all electrical equipment. Notify Campus Safety.

Serious Gas Leak

Cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT.** Remember, electrical arcing can trigger an explosion. Notify Campus Safety.

Ventilation Problem

If smoke odors come from the ventilation system, immediately notify Campus Safety.

Weather Emergencies

Southeastern Wisconsin can be subject to a variety of weather risks including lightning, high winds, hail, flooding, tornadoes, freezing rain and heavy snow. Be aware of the potential for threatening weather and take appropriate precautions. Avoid being caught in open areas when severe weather strikes.

Emergency Weather Closings

In severe weather emergencies, classes may be cancelled by order of the President or his designee. Until a decision "to close" is announced, the University will be considered open. Closing the University is defined as a suspension of classes, examinations and all other activities with the exception of essential services.

In the event of a school closing, local radio and television stations will be notified. Members of the University should listen to major broadcast stations for the latest information.

Tornado

A **tornado watch** means conditions are right for a tornado. During a tornado watch, staff should be alert to weather conditions.

A **tornado warning** means that a tornado has been sighted. The City of Mequon will initiate a siren, or steady tone, for a period of 3 to 5 minutes. When you hear this siren, take cover immediately, danger is imminent.

Immediate Action

1. Remain calm and avoid panic
2. Go to an area of safety

Areas of Safety: Rooms and corridors in the innermost part of a building

Areas to Avoid: Stay clear of windows, corridors with windows, or large, freestanding expanses.

There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.

3. **DO NOT** use elevators during a tornado warning. Persons with mobility concerns should go to an area of safety at the time of a tornado watch; **DO NOT** wait for a tornado warning.
4. Close all doors, including main corridors, making sure they latch.
5. Crouch near the floor or under heavy, well-supported objects and cover your head.
6. Be alert for fire. In the event of a fire, the Mequon Fire department should be notified.

Bomb Threat

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. (Refer to Bomb Threat Checklist:). Please **DO NOT** attempt to notify or evacuate an entire building. This could consume valuable time that would be better used to gather important information.

In the case of a written threat, it is vital that no one handles the document. This is evidence. Campus Safety should be called immediately, and they will respond to the location of the document. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

IMMEDIATE ACTION

1. Remain calm and immediately refer to the attached Bomb Threat Checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible (See Attachment)
3. Try not to anger the caller at any time.
4. While engaging the caller, pay particular attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
5. Note any characteristics of the caller's voice (gender, age, accent, etc.).
6. Attempt to obtain information on the location of a device (building, floor, room, etc.).
7. Attempt to obtain information on the time of detonation and type of detonator.
8. Immediately after the caller has ended the call, notify Campus Safety at x4344. If practical, do not hang up the phone, but phone Campus Safety from a different telephone. Notify the immediate supervisor within your work area.
9. If the threat was left on your voice mail, **do not erase**.
10. If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT!** Clear the area and immediately contact Campus Safety.

The decision to evacuate a University facility will be made after a thorough evaluation of the information available by the CMT. If the decision is made to evacuate, instruct occupants to take purses, book bags and personal packages and exit the building. (If left behind, these items could be mistaken to contain explosives and lengthen the search process). Lock vaults, cash registers and files with records and retain key on person.

ASSIST THOSE PHYSICALLY CHALLENGED IN EXITING THE BUILDING.

Remember, elevators are reserved for handicapped use. **DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**

Once outside, move to a clear area at least 500 feet away from the building to your department's designated meeting area. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

Campus Safety and the police will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their areas for suspicious objects and report the location to Campus Safety. **DO NOT TOUCH THE OBJECT!** Do not open drawers, cabinets, or turn lights on or off. Do not lock doors or close windows. Exit safely and follow evacuation procedures.

Telephone Bomb Threat Checklist

KEEP CALM: Do not get excited or excite others.

TIME: Call received _____ am/pm Terminated _____ am/pm

EXACT WORDS OF CALLER: _____

DELAY: ASK CALLER TO REPEAT.

Questions you should ask:

A. Time bomb is set to explode? _____

B. Where located? Floor _____ Area _____

C. Kind of bomb? _____

D. Description _____

E. Why kill or injure innocent people? _____

Voice Description:

___ Female ___ Male

___ Calm ___ Nervous ___ Agitated

___ Refined ___ Rough

___ Young ___ Middle-Aged ___ Old

Other Descriptors:

Accent ___ Yes ___ No Describe _____

Speech Impediment ___ Yes ___ No Describe _____

Recognize Voice? If so, who do you think it was? _____

BACKGROUND NOISE:

Music Running Motor (Type) _____
 Traffic Whistles Bells
 Horns Aircraft Tape Recorder
 Machinery Other _____

ADDITIONAL INFORMATION:

1. Did caller indicate knowledge of facility? If so, in what way?

2. What line did the call come in on? _____
3. Is number listed on display? Yes No
4. Copy the number down _____

Signature _____ **Date** _____

**Detecting Suspicious Packages/Letters
Bureau of Alcohol, Tobacco and Firearms (ATF)**

REMEMBER

**The item does not have to be delivered by a carrier.
Most bombers set up and deliver the bombs themselves.**

Below is a list of possible indicators of suspicious packages:

1. If delivered by a carrier, inspect for lumps, bulges or protrusions without applying pressure.
2. If delivered by a carrier, balance check if lopsided or heavy sided.
3. Handwritten addresses or labels from companies are improper. Check to see if the company exists and if they sent a package or letter.
4. Packages wrapped in string are automatically suspicious. Modern packaging materials have eliminated the need for twine or string.
5. Excess postage on small packages or letters indicates that the object was not weighed by the Post Office.
6. No postage, or non-cancelled postage.
7. Any foreign writing, addresses or postage.
8. Handwritten notes such as: "To Be Opened in the Privacy of", "CONFIDENTIAL", "Your Lucky Day is Here" or "Prize Enclosed."
9. Improper spelling of common names, places or titles.
10. Generic or incorrect titles.
11. Leaks, stains or protruding wires, string, tape etc.
12. Hand delivered or dropped off for a friend packages or letters.
13. No return address or nonsensical return address.
14. Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received.

If you have a suspicious letter or package CALL 911

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways. The probability of finding a bomb that looks like the stereotypical bomb is almost nonexistent. The only common denominator that exists among bombs is that they are designed or intended to explode.

Most bombs are homemade and are limited in their design only by the imagination of, and the resources available to, the bomber. Remember, when searching for a bomb, suspect anything that looks unusual. Let a trained bomb technician determine what is or is not a bomb.

Violent or Criminal Behavior

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
2. If you are a victim or a witness to any on-campus offense **AVOID RISKS!**
3. Promptly notify Campus Safety at x4344 as soon as possible and report the incident including the following:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved
4. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify Campus Safety and report the incident.
5. Assist police officials when they arrive by supplying them with all additional information and ask others to cooperate.
6. Should gunfire or discharged explosives become a hazard on the campus, take cover immediately using all available concealment. After the disturbance seek emergency first aid if necessary.
7. **WHAT TO DO IF TAKEN HOSTAGE:**
 - Be patient. Time is on your side. Avoid drastic action.
 - The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally imbalanced. Do not make mistakes that could place your personal safety in jeopardy.
 - Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
 - Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
 - Be observant. You may be released or escape. The personal safety of others may depend on your memory.
 - Be prepared to answer the police on the phone. Be patient. Attempt to establish rapport with the captor. If medication, first aid or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

Refer to Attachment: Workplace Violence Response Procedures

Workplace Violence Response Procedures

Responding to Threats

Any employee who is threatened by another, or who observes threatening behavior should report the threat to Campus Safety. Campus Safety will immediately work with Human Resource to investigate the report and discipline the offender, if the investigation warrants. In cases of serious threat, or a threat by a person other than an employee, the threatened employee or witness should notify Campus Safety immediately.

Responding to Weapon Possession

Any employee who observes a gun or other weapon in the possession of anyone in the building should immediately contact Campus Safety.

Responding to Violent Situations

If an employee is meeting with an individual he/she believes could become violent, the employee should:

- Try to avoid angering or further upsetting the individual
- Stay calm and listen attentively to the individual's concerns.
- Ask clarifying questions and express understanding (but not necessarily agreement) of the person's position; avoid arguing or contradicting.
- Position him/herself between the individual and the door in case escape is necessary.
- Leave the door open or, if the individual requests privacy, partly open.
- Alert someone nearby to listen for sounds of trouble and/or set up a code word that can be used to alert another person that help is needed.

If an employee encounters or is meeting with an individual who becomes violent, the employee should:

- Leave the area if possible.
- Call Campus Safety, or alert others to call if possible
- Warn others to evacuate the area, if possible.

Those nearby when an individual becomes violent should:

- Evacuate, if possible, or take cover if evacuation is not possible.
- Call Campus Safety
- Call an ambulance if it appears someone has been injured.
- Alert others in the building to evacuate.
- Attempt to help a co-worker being held hostage or dealing with a violent individual **ONLY** if the individual does not have a weapon.

Civil Disturbance or Demonstration

A civil protest will usually take the form of an organized public demonstration or disapproval or display of disagreement with an idea or course of action. Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. **INTERFERENCE** with the normal operation of the University.
2. **PREVENTION** of access to office, buildings or other University facilities.
3. **THREAT** of physical harm to persons or damage to University facilities.
4. **UNAUTHORIZED** entry into or occupation of any University room, building or area of the campus, or unauthorized or improper use of any University property, equipment or facilities.

If any of these conditions exist, Campus Safety should be notified and will be responsible for contacting and informing the appropriate officials. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS

- a) Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked, and efforts should be made to conduct University business as normally as possible.
- b) If demonstrators are asked to leave, but refuse to leave by regular facility closing time:
 - Arrangements will be made by the Director of Campus Safety to monitor the situation during non-business hours or
 - Determination will be made to treat the violation of regular closing hours as a disruptive demonstration (see section two).

NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

- a) In the event that a demonstration blocks access to University facilities or interferes with the operation of the University:
 - Demonstrators will be asked to terminate the disruptive activity by the Vice President of Student Life or his/her designee.
 - The Vice President of Student Life will consider having a photographer available to secure positive identification of demonstrators in violation to facilitate later testimony including photographs if deemed advisable.
 - Key University and student leaders will be asked by the Vice President of Student Life to go to the area and help persuade the demonstrators to desist.

The Vice President of Student Life or his/her designee and a Campus Safety Officer will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities. (See Attachment).

- After consultation with the President and Director of Campus Safety by the Vice President of Student Life, the need for an injunction and intervention of civil authorities will be determined.

If determination is made to seek the intervention of civil authorities the demonstrators should be informed upon the arrival of law enforcement. (See Attachment).

VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property occurs, or appears eminent, the President and Vice President of Student Life will be notified:

- a) During business hours
 - Campus Safety will be notified immediately, which in turn will contact the Vice President of Student Life and other key administrators.
 - If advisable, the Vice President of Student Life will alert the President.
 - The President, in consultation with the Vice President of Student Life and the Director of Campus Safety, will determine the possible need for injunction.
 - Campus Safety will provide an officer with a radio for communication between the University and Campus Safety as needed.
 - If funds are on the premises and the situation presents itself, the senior-most manager of the area shall either lock the vault or lock the cash register and retain the key on their person until it is deemed safe to return to normal operations. After the incident, count and verify cash funds
- b) After business hours
 - Campus Safety should be immediately notified of the disturbance
 - Campus Safety will investigate the disruption and report the incident to the Director of Campus Safety and the Vice President of Student Life.
- c) The Vice President of Student Life will:
 - Report the circumstances to the President
 - Notify key administrators, and if appropriate the administrator responsible for the building area
 - Notify University Relations
 - Arrange for a photographer to secure positive identification of protestors in violation to facilitate later testimony. Efforts should be made to video tape any police action for future reference.
 - If necessary, contact the police for assistance

The Director of Campus Safety reserves the right to call for police assistance without counsel from others if deemed to be of paramount importance to the safety of persons involved.

ATTACHMENT
DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

ALWAYS identify self and position in the University

This assembly and the conduct of each participant is seriously disrupting the operations of the University and is in clear violation of the rules of the University. You have been previously called upon to disperse and terminate this demonstration.

You have been given the opportunity to discuss your grievances in the manner outlined by University policy. In no event will the Administration of this University accede to demands backed by force.

Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will under the authority of the Board of Regents take whatever measures are necessary to restore order, including calling the police for assistance. Any student who continues to participate in this demonstration is subject to possible arrest and will be subject to expulsion.

ATTACHMENT
DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH
ASSISTANCE OF POLICE

ALWAYS identify self and position in the University

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of the University, each of you are hereby suspended, subject to later review.

The police will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

(NBC) Nuclear, Biological or Chemical Threats

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. A simple spill is defined as a spill which meets all of the following criteria: a.) consists of known substances, b.) can be handled by user with existing supplies of absorbant without posing a treat to any other individual, and c.) does not cause the release of vapors or aerosols. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the Mequon Fire Department or the Ozaukee County HAZMAT Team.

Any spillage of a hazardous or radioactive material, other than simple spills, should be reported **IMMEDIATELY** to Campus Safety. When reporting, be specific about the nature of the involved material and exact location. Campus Safety will contact the necessary specialized authorities and medical personnel.

The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of Campus Safety personnel.

Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Campus Safety. Required first aid and cleanup by specialized authorities should be started at once.

If an emergency exists, activate the building alarm. You must also report the emergency by phone (contact Campus Safety).

When the building evacuation alarm is sounded, an emergency exists. Follow the emergency evacuation procedures as outline in the Building Evacuation Section.

Reporting

- If the incident involves any radioactive materials, or is a major spill of hazardous materials, notify Campus Safety
- If the incident involves an oil spill, or a release of hazardous material to the environment or beyond University boundaries, immediately notify the University Environmental Manager
- Report to the Wisconsin Department of Natural Resources must be made as soon as possible and not later than six hours after discovery of the incident.

Employee Awareness on Domestic Preparedness Nuclear, Biological, Chemical (NBC)

Employees should report anything unusual or out of the ordinary they may identify with their surroundings. Awareness is the key to minimize danger to you and co-workers. Upon observation of anything unusual or out of the ordinary, pertaining to nuclear, biological or chemical hazards, immediately cover your nose and mouth with a cloth for temporary respiratory protection.

1. The 4 Don't's
 - a. Don't become a victim
 - b. Don't rush in
 - c. Don't TEST (Taste, Eat, Smell Touch)
 - d. Don't assume anything

2. Be SAFE
 - a. Safety comes first
 - b. Assess the situation before doing anything
 - c. Focus on avoiding the hazard
 - d. Evaluate the situation and report to authorities

3. Emergency Self-Decontamination

Chemical – Wash, Strip, Flush, Cover
Bio-Nuclear – Wet, Strip, Flush, Cover

 - a. Wet or Blot
For **nuclear and biological** contamination, wetting down exposed surfaces will help in preventing the contamination from re-suspending in the air.
For **chemical** contamination, carefully wash the agent off of exposed skin immediately.
 - b. Strip off all the clothing
 - c. Flush the affected area with large amounts of water
 - d. Cover the affected area

4. Notification
 - a. Call 911 and identify the following:
 - b. Location of the incident
 - c. Time of the incident
 - d. Number of victims
 - e. Symptoms of injured
 - f. Fire or explosion
 - g. Type of vehicle or container involved

5. Emergency Procedures

If you suspect or witness an NBC incident, protect yourself and move upwind and updrift. Do not walk through, inhale or touch any spilled material, vapor cloud, smoke, or leaking containers. Without endangering yourself, keep others away until help arrives.

6. If the substance is known, contact a member of the science faculty or the maintenance department to obtain a copy of the appropriate Material Safety Data Sheet.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Official CDC Health Advisory

Many facilities in communities around the country have received anthrax letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC

1. Anthrax organisms can cause infection in the skin, gastrointestinal system or lungs. To do so, the organism must be rubbed into abraded skin, swallowed or inhaled as a fine aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is **NOT** spread from one person to another.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, however, prompt recognition and treatment are effective.

SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”:

1. Do not shake or empty the contents of any suspicious envelope or package.
2. **PLACE** the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have a container, then **COVER** the envelope or package with anything (e.g. clothing, paper, trash can etc.) and **DO NOT** remove this cover.
4. Then **LEAVE** the room and **CLOSE** the door, or section off the area to prevent others from entering (i.e. keep others away).
5. **WASH** your hands with soap and water to prevent spreading any powder to your face.
6. What to do next...
 - If you are at **HOME**, then report the incident to local police.
 - If you are at **WORK**, then report the incident to local police and notify Campus Safety.

7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigation and advice.

ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO SURFACE:

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g. clothing, paper, trash can etc.) and do not remove this cover!
2. LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e. keep others away).
3. WASH your hands with soap and water to prevent spreading any powder to your face.
4. What to do next...
 - If you are at HOME, then report the incident to local police.
 - If you are at WORK, then report the incident to local police and notify Campus Safety.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. DO NOT USE BLEACH OR OTHER DISINFECTANT ON YOUR SKIN.
7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give the list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:

For example: small device triggered, warning that the air handling system is contaminated, or warning that a biological agent has been released in a public space.

1. Turn off local fan or ventilation units in area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering.
4. Contact local police and Campus Safety.
5. SHUT down air handling system in the building if possible.
6. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give the list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

EMERGENCY PROTOCOL FOR MENTAL HEALTH

In your role as a staff or faculty member at Concordia you may come in contact with students who are emotionally distraught. A student might directly confide his or her concerns to you or another student might share concerns about a classmate. Through your observation of a student's behaviors, you might infer that he or she is emotionally distraught. It is best to be prepared to deal with a student requiring emotional support, irregardless of how your concern developed.

Your Role as Faculty/ Staff

Faculty and staff play a central role in student help-seeking efforts. First, you are often in a direct position to observe students and be aware of their behavior. Second, students frequently turn to informal help-givers like you to obtain advice and support. Although faculty and staff are not expected to provide counseling, it is often helpful for you to understand the critical role you can play in:

- Responding to student problems
- Being familiar with the signs that indicate a student is in need of help
- Understanding the steps in making a referral to professionals.

What You Should Know About Student Problems

- Stress, pressures, and problems are a normal part of college life. While many students cope with these demands successfully, a significant number of students have difficulties that interfere with their performance.
- Studies on the incidence of emotional troubles among college students predict that at least 10% of our student body suffers from discernible emotional problems such as depression, acute anxiety, substance abuse and other more serious conditions.
- An even greater number of students experience developmental problems in adjusting to college life and adulthood, such as defining identity, relating to others, and identifying educational and career goals.
- The most common difficulties in adjustment as well as more serious emotional problems affect students' academic performance, personal effectiveness, and the quality of life in the campus community.
- Thus, identifying students in need of help and assisting them in getting help are important responsibilities for all of us in the campus community.

Guidelines for supporting a student experiencing a mental health crisis:

1. First, contact a member of Concordia's counseling center staff for further consultation at x4211 or pager # 414-941-4654. The Counseling Center staff is experienced and knowledgeable about mental health emergencies and can facilitate further evaluations, hospitalizations (if necessary), help develop a safety plan and coordinate/ provide follow-up care.

2. If a student discloses to a staff/ faculty in person (directly), then it is that staff/ faculty's judgment as to call 911, seek medical help or call the counseling center for assistance.

It is the Counseling centers recommendation that for any student who reports being suicidal immediately call a member of the Counseling center staff at x4211 or pager # 414-941-4654.

If a member of the Counseling center is not available immediately call St. Mary's Mental Health Unit at 243-7388. They will ask you for information about the student and the situation and will then advise you on what to do next.

3. If you feel you cannot afford the time to contact St. Mary's then immediately call 911. If you believe the student to be at imminent risk for suicide or self-harm, DO NOT leave the student alone.

4. Contact Campus Safety at x4344

NOTE:

For students who you suspect are in a mental health crisis, but have not directly disclosed to you and are not reporting suicidal ideation, contact Concordia's Counseling Center staff for consultation. There may be information the counselors have to help the student and you. The counselors on staff can suggest resources, coordinate referrals, and provide helpful information to both you and the student.

Guidelines for responding to students who confide in you:

1. LISTEN!

- Empathize with the feelings being expressed. Try to understand what the student is saying from her/his perspective (Which does not mean you have to agree with or approve of that perspective!)
- Be as genuinely supportive as feels appropriate to you.

- Keep your own limits in mind. For example, don't get more involved in the student's life than is comfortable for you.
- Respect the natural boundaries that exist between faculty/staff and students. Don't allow your care and concern for a student to cross those roles.
- Remember your training. Sometimes people with the best intentions end up doing more harm than good to a student due to their lack of training in the mental health area. **ALWAYS CONSULT WITH A MEMBER OF CONCORDIA'S COUNSELING CENTER.**

Please keep in mind, while it is important to respect the student's privacy, as a faculty or staff member it may be helpful to know that you are not bound by the same professional and legal standards of confidentiality as psychotherapist. There are times when it is appropriate and necessary and ultimately in the students best interest for you to discuss a troubled student with others who are trained and might be helpful.

Medical and First Aid

CALL CAMPUS SAFETY IF YOU NEED ASSISTANCE: Ext 4344

1. If serious injury or illness occurs on campus, immediately dial Campus Safety at x4344. Give your name; describe the nature and the severity of the medical problem and the campus location of the victim.
2. In case of minor injury or illness provide first aid care.
3. In case of serious injury or illness Red Cross trained personnel should quickly perform the following steps:
 - Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
 - Ask victim, “Are you okay?” and “What is wrong?”
 - If you are alone, contact Campus Safety. If you have someone with you, have him or her contact Campus Safety while you remain with the victim.
 - Check breathing and give CPR if necessary.
 - Control serious bleeding applying pressure to the wound.
 - Continue to assist the victim until help arrives.
 - Look for emergency medical I.D., question witnesses and give all of the information to the paramedics.

Every department should have a person trained in first aid and CPR. First aid kits are available in designated areas of each department. Additional kits are available through Health Services.

See Attachment: Procedure for Faculty Response to Medical Emergencies

PROCEDURE
Faculty and Staff Response to Medical Emergencies

In the presence of an emergency, faculty and staff may be called to respond:

Life Threatening Emergencies

1. Stay with person and have someone call “911” and contact Campus Safety x4344.
2. Instruct the caller to give clear and specific directions to the location of the emergency. Have person also call receptionist (dial “0” making sure the receptionist knows the location of the emergency) and Health Services.
3. Send someone outside to meet rescue vehicles.
4. When emergency personnel respond s, cooperate with them.
5. Complete incident report
6. Telephones are located in Albrecht(main floor), Augsburg(entrances, main and upper floors), Barth(lower and upper floors), Campus Safety Office, Coburg(entrance and corridor), Health Services(lower floor), Heidelberg(main and upper floors), Katherine(entrance, main and upper floors), Luther(lower and upper floors), Peace Center, Regents(entrances and all corridors), Rincker(main and lower floors), Siebert(lower entrance), Stuenkel(main floor), Wartburg(entrances, main and lower floors), and Wittenberg(entrances, main and lower floors).

Emergency phone numbers:

Mequon Police	911	Campus Safety	4344
Mequon Ambulance	911	Receptionist	0
Mequon Fire Dept.	911	Health Services	4574
St. Mary’s Hospital	243-7300		

Non-Threatening Emergencies

1. If during health care clinic hours, Monday thru Thursday from 9:00am until 2:00pm and Friday from 9:00am until noon, refer student to Health Services or Student Life. Health Services is located in Rincker 113 and can be reached at x4574. Student Life is located in Luther 127, or call x4332.
2. If Health Services is not available, refer student to emergency services at St. Mary’s Hospital Ozaukee. St. Mary’s Hospital is located less than one mile from CUW. Direct students to take Port Washington Rd. north to St. Mary’s Hospital. The emergency department is visible from the street, and signs are posted.
3. If Health Services or Student Life is not available, call Campus Safety for transportation for commuter students, or call “on call” resident assistant if student is a dorm student. The on call resident assistant is listed in CUW’s daily bulletin. If none of the above can be reached, and if the situation is serious enough, call Mequon Police at 911. Campus Safety will only transfer to St. Mary’s Hospital Ozaukee.
4. Notify administration chair, dean of school or Vice President of Academics of the incident.
5. File incident report.

Blood-Borne Pathogen Emergency

1. Contact Maintenance immediately at x4311.

Disaster Resources Phone Numbers

1. CUW President, Rev. Patrick Ferry	Ext. 4368
2. Executive Vice President, Dr. Lawrence Sohn	Ext. 4215
3. Vice President of Student Life, Dr. Andrew Luptak	Ext. 4331
4. Campus Safety	Ext. 4344
5. Maintenance	Ext. 4311
6. Residence Life	Ext. 4328
7. Mequon Police Department and Hazmet Unit	262-242-3500
8. Mequon Fire Department and Paramedics	262-242-2530
9. Ozaukee County Sheriff Department	262-238-8499
10. Wisconsin State Patrol	920-929-3700
11. St. Mary's Hospital Ozaukee	262-243-7300
12. Ozaukee County Public Health Department	262-238-8170
13. Ozaukee County Emergency Services	262-238-8397
14. American Red Cross	262-375-1888
15. Poison Control Center	800-815-8855
16. Wisconsin National Guard	414-961-8603
17. COPE Hotline (Rape, Suicide Prevention)	800-540-3139
18. Ozaukee Crimeline	800-322-7463
19. Wisconsin Department of Transportation	414-266-1000
20. National Weather Service	414-744-8000

Crisis Response Checklist

1. Specific information to be collected from the site:
 - A. What happened?
 - B. Where did it happen?
 - C. When did it happen?
 - D. Who was involved?
 - E. Who are the witnesses?
 - F. Who has been contacted?
 - G. What action, if any, has been suggested by authorities at the site?

It is critical to get detailed information regarding names, times, places, witnesses etc.

2. Status of people involved:
 - A. Where are the people involved located?
 - B. What is the physical condition of those involved?
 - C. What is the mental health of those involved?
 - D. What communication system has been established among those involved?
 - E. What information needs to be communicated to those involved?
 - F. Do those involved have any immediate needs?
3. Double-checking facts:
 - A. What agencies/organizations need to be contacted?
 - B. Who will contact each agency/organization?
 - C. When will the agency/organization be contacted?
 - D. How will the gathered information be communicated?
 - E. Who will collate information?
 - F. How will the CMT Team receive the information?
4. Action Plan:
 - A. What action needs to be taken?
 - B. What are the legal issues, if any, that need to be considered?
 - C. Who needs to be contacted, and by whom?
 - D. What financial arrangements need to be made?