ACN Meeting Minutes  
May 20, 2008

Members Present:

ACN Election Results  
Sharon Chetney-Gosz and Kristin Roosevelt were introduced as the newly elected ACN co-chairs. Two new members have also been elected to the ACN Awards Committee: Seandra Mitchell and Aggie Northrup. Congratulations!

Detective Sergeant Art Koch, UWM Police Department  
Detective Sergeant Art Koch presented two information sessions to the group.

- Dealing with Difficult People

  Handling Verbal Abuse – silence is not good. One possible response is “I hear what you’re saying, but…”

  Professional Attitude/Professional Communication:
  
  Don’t show irritation
  Sound interested even when you’re bored
  Don’t express feelings
  Sound fearless when you’re afraid
  Be an active listener

  LEADS – five steps to generate voluntary compliance: Listen, Empathize, Ask, Paraphrase, Summarize

- Survival Strategies: Dealing with an Active Shooter on Campus

  Contradicting some myths about active shooters:
  
  They have no predictable profile
  They usually don’t just snap – there’s a progression to the event
  There is usually some notification
  The person often has threatened someone, or to do something
  In most cases, the attackers aren’t loners
  They are not known to be mentally ill or substance abusers
  SWAT teams or metal detectors aren’t always timely or effective
  The attacker usually has had some experience with weapons
  Attackers didn’t receive much help or support beforehand
But, school violence is not rampant – an average of 20 homicides per year in 100,000 schools

Five phases of the active shooter, in which interventions can occur:

- Fantasy stage
- Planning
- Preparation
- Approach
- Implementation

Keeping yourself safe:

- Save relevant written correspondence
- Keep your door open
- Use the buddy system
- Lock the office when you’re away
- Don’t make a promise you can’t keep
- Be observant
- Alert authorities: call the UWM Police Department with identifying information, background info, current life info, grievances the person may have

When confronted by an active shooter:

- Time is of the essence prior to and during the incident
- Act early
- Stay calm and use common sense
- Contact the UWM Police Department at 229-9911
- OUT – Get Out, Call Out, Hide Out, Keep Out, Take Out (the threat)

Resources: UWM Police Department 229-4627/229-9911
Norris Health Center 229-4716
UWM Psychology Clinic 229-5521
Symmetry (for employees) 414-256-4800 or 800-236-7905

Announcements
The Tutoring and Academic Resource Center is offering tutoring for summer courses on a walk-in basis in Bolton 180 and online, 229-2779.

The Academic Staff Summer Party is at Lake Park on Thursday, June 5 from 4-6 pm. Subs, chips and snacks will be available – bring your own beverages.

Please complete the Campus Climate Survey.