



# **University of Wisconsin – Milwaukee Emergency Operations Plan**

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# **SECTION I PLAN OVERVIEW**

## **1.0 INTRODUCTION**

The safety and security of students, faculty, staff and the entire University of Wisconsin - Milwaukee Community has always been a top priority of the University's leadership, and is an integral part of our commitment to excellence. Recognizing the increased risks of the world today, UWM has enhanced its preparedness to deal with emergencies of any sort by upgrading and integrating the various emergency response and disaster recovery plans that have been in place for most of the University's critical operations, and by developing a comprehensive pre-through post-emergency response plan covering all UWM locations and operations of the University.

The University Emergency Operations Plan is a university-wide plan. It establishes procedures and an organizational structure for the University's response to and recovery from emergencies that may threaten the health and safety of the UWM Community or inhibit the University's ability to continue its mission-critical operations and activities. The objective of this Plan is to increase the University's ability to react immediately in the most appropriate and effective way to emergencies of all types.

## **2.0 PLAN STRUCTURE AND OPERATION**

The UWM Emergency Operations Plan has two main components, each of which deals with separate but inter-related aspects of any emergency situation. These components are:

- Emergency Response Procedures – immediate actions aimed primarily at protecting people and property from injury or damage caused by any emergency situation.
- Crisis Management Procedures – executive level strategy development and implementation activities aimed at overseeing and supporting the response to and recovery from any emergency situation.

In an emergency, the Emergency Operations Plan provides for a structured assessment process and cascaded activation of each of the two main components as follows:

- University Police or the Incident Commander on site assess the emergency, take action to stabilize the situation, direct the initial emergency response activities, activate the Emergency Operations Center and notify and brief the Chancellor and the Crisis Management Team.
- If warranted, the Chancellor activates the Crisis Management Team, and assumes responsibility for developing policies and ensuring adequate resources are provided for emergency response activities. The Crisis Management Team assembles at the Emergency Communication Center. While the emergency response proceeds, those close to the situation develop basic information on the nature and scope of damage being caused by the emergency and make an initial assessment of the potential impact on University operations. Based on this initial assessment, the Crisis Management Team communicates with the Deans and Directors of those departments likely to be affected.
- The Crisis Management Team also develops and provides communications to the campus and community regarding the impacts and actions being taken to address the emergency.
- The Deans and Directors begin as soon as possible a more thorough assessment of the emergency's impact on their departments' Continuity of Operations Plan (COOP) for the continued performance of the University's critical functions.

The procedures and operation of each of the two main components – the Procedures for Emergency Response and Crisis Management– are described more fully in the following sections.

### **3.0 DISTRIBUTION AND UPDATE OF THE PLAN**

One copy of this Emergency Operations Plan document will be available at each of the Emergency Communication and Emergency Operations Centers for use as needed. As needed, copies or portions of this Plan document will be distributed (or provided through electronic formats) to appropriate personnel who have specific responsibilities in the event of an emergency. The Emergency Operations Plan will be reviewed annually and updated as necessary.

## SECTION II

### CRISIS MANAGEMENT PROCEDURES

#### 1.0 PURPOSE

The purpose of the University of Wisconsin – Milwaukee Crisis Management Procedure is to formalize a plan (the Crisis Management Action Plan) that establishes procedures and an organizational structure that will provide for the efficient, strategic management of major emergencies at any of the University's locations.

#### 2.0 ORGANIZATION

In the event of a major emergency, an executive level Crisis Management Team as designated by the Chancellor will be formed to oversee and support the University's total response and recovery effort. The Crisis Management Team may include:

- The Chancellor and the Chancellor's Cabinet
- The Office of the Vice Chancellor for University Relations and Communications will act as the liaison to the news media and will provide news releases and other information as approved by the Chancellor. This will insure that only those administrators authorized to issue those statements will do so. These offices will also provide a response to inquiries from the UWM Community and the public relative to the emergency.
- The University Police Department will establish and maintain liaison with officials from the responding emergency services (fire, police and EMS departments). Previously established liaisons with these agencies will facilitate coordination during an emergency. University Police with assistance from University Safety and Assurances and others such as the Campus Health Officer will establish and maintain liaison with assisting public or private agencies (Milwaukee City Health Department, American Red Cross, FEMA, Wisconsin Emergency Management) to help coordinate mutual aid and assistance.

The major areas of responsibility and duties of each senior level Crisis Management Team member are outlined in Appendix B of this plan document.

Members of the Chancellor's Crisis Management Team are the Chancellor, Provost and Vice Chancellor for Academic Affairs, Vice Chancellor for University Relations and Communications, Vice Chancellor for Finance and Administrative Affairs, Vice Chancellor for Student Affairs, Vice Chancellor for Global Inclusion and Engagement, Vice Chancellor for Development and Alumni Relations, Associate Vice Chancellor for Facilities Planning and Management, Chief Information Officer, Associate Vice Chancellor of Human Resources, Chief of Police, Director of Legal Affairs, Director of University Safety and Assurances and the Campus Health Officer.

### 3.0 OPERATING PROCEDURES

Once the Crisis Management Team assembles at the Emergency Communication Center, its members will be responsible for overseeing and support the management of all emergency policy activities, including development, implementation and review of strategic decisions, and post-event assessments. The Chancellor or his/her designee will declare a state of emergency throughout the whole campus or a portion of the campus as necessary.

- Established emergency protocols, as outlined in the Emergency Response Plan (Section III) and Appendix A sections of this plan document, will be used by this Team and the campus community.
- As the emergency response proceeds, basic information on the nature and scope of damage being caused by the emergency will be provided to the Crisis Management Team by the Emergency Operations Center and/or Emergency Responders, primarily staff from the University Police and the Facility Services departments.
- The Crisis Management Team will use this information to make an initial assessment of the potential impact on University operations. Departments with operations sited in those areas of the campus likely to be affected by the emergency will be identified using the building schematics and space usage information.
- Based on this initial assessment, the Crisis Management Team will ensure that Deans and Directors of those departments likely to be affected are notified.
- The Crisis Management Team will continue to be responsible for the Emergency Response policies and communication through the duration of the emergency until the effects of the emergency no longer impact the University's operations.
- The Chancellor or his/her designee will declare an end to any state of emergency when appropriate.
- Once the emergency has ended or stabilized Divisions, Schools, Colleges or Departments should determine whether their COOP plan needs initiation.

## **SECTION III**

### **EMERGENCY RESPONSE PROCEDURES**

#### **1.0 PURPOSE**

The purpose of this Emergency Operations Plan is to establish an organizational structure and procedures for response to campus emergencies. It assigns the roles and responsibilities for the implementation of the Plan during an emergency. This Plan has been prepared to address emergencies affecting the UWM community in a coordinated and systematic manner.

#### **2.0 SCOPE:**

The Plan may be activated in the event of local, regional, or national emergencies. It applies to all units of the university and provides the basic framework for critical incident preparedness. Individual departments within the university are encouraged to develop their own internal plans for department-specific emergencies. While departmental plans may be used to supplement the university's Emergency Operations Plan, they will not supercede it, and where conflict arises, the university plan will take precedence. This plan and organization shall be subordinate to State and Federal plans during a disaster declaration by those authorities.

UWM is committed to supporting the welfare of its students, faculty, staff and visitors. This Plan is designed to maximize human safety and preservation of property, minimize danger, restore normal operations of the university, and assure responsive communication to all appropriate parties. This Plan is also intended to ensure compliance with applicable local, state, and federal regulations and cooperation with relevant public bodies charged with disaster control. This plan envisions the cooperative efforts of many groups internal and external to the university. When outside emergency resources respond, UWM authorities will coordinate services with emergency response officials of those resources.

All questions or requests regarding procedures should be directed to the Chief of University Police.

#### **3.0 TRAINING AND AWARENESS**

Training in emergency response is provided to members of the campus community through various means – Campus Safety Week, at the Human Resources Benefits Orientation Safe Start Presentation, at Department meetings, through the University Police Department Presentations, Periodic Floor Captain meetings, and various presentations, drills and exercises on campus. New employees receive basic information regarding what to do in an emergency situation: whom to call, what to do, and where to go. Instructors are responsible for understanding what to do in an emergency and giving proper instructions to students to ensure their safety and security. Instructors are also responsible for participating in campus drills. Classroom procedures are posted in most classrooms. Supervisors are charged with instructing their staff in emergency response procedures and supporting and participating in drills. Members of those divisions and departments with specific responsibilities identified in this Plan receive additional training to ensure their safety and security when responding to various emergencies.

#### **4.0 RESPONSE LEVELS**

Emergency events do not always require the same level of response, and are dictated by the severity of the event and its effect on the health and safety of students, faculty, staff, and

visitors. Events will be evaluated by the first responders to the incident, and, for Level 1 events as defined below, in consultation with the Chancellor's Crisis Management Team. The appropriate level of response will generally be initiated according to the following guidelines:

**Level 3:** is a minor localized event that can be handled internally under existing standard operating procedures. This Emergency Operations Plan may or may not require activation. At this level, the response can typically be initiated by competent personnel in the immediate area or by any or all of the first responders.

*Example: localized fire or chemical spill*

**Level 2:** is a potentially major emergency that may affect life safety or a limited portion of the campus infrastructure. The degree of response will be determined by the first responder (this is usually the University Police). The first responder is the Incident Commander. The Emergency Operations Plan and Emergency Operations Center will be activated to the degree necessary to effectively mitigate the emergency. Activation is the responsibility of the Incident Commander. Many Level 2 emergencies have the potential to escalate quickly to Level 1 status, and all responders should be on standby and ready to mobilize should the incident accelerate to Level 1.

*Example: loss of power to an entire building for extended period of time*

**Level 1:** is a potentially major disaster that impacts a significant portion of campus and/or surrounding community. The Incident Commander will manage the emergency response activities and coordinate with responding outside agencies and will consult with one or more members of the Chancellor's Crisis Management Team. The Emergency Operations Center will be activated immediately to the extent needed to support the response in the field. It should be noted that currently, three protocols proceed immediately to Level 1: a campus evacuation or a gunman on campus.

*Examples: loss of power to multiple buildings; tornado; significant harmful chemical or biological release*

## **5.0 UWM EMERGENCY RESPONSE & RECOVERY STAFF AND FUNCTIONS**

Note: Emergency responders from outside agencies (Milwaukee Police Department, Milwaukee and Community Fire Departments, Health Department, Wisconsin Emergency Management, and Red Cross) typically use the National Incident Management System (NIMS) system and terminology when responding to incidents on campus. Appendix C provides a description of the Emergency Operations plan personnel and operations terms and functions as defined by NIMS.

The Emergency Response Plan is a campus-level plan that guides the emergency response personnel and resources during a major emergency.

**Emergency Incident Commander.** The Incident Commander during the initial stages of the emergency will be the initial first responder. S/he will remain the Emergency Response Leader until someone with greater expertise takes over. His or her responsibilities include:

- Responding to the scene of the emergency to stabilize and direct the initial response.
- Determining if full or partial evacuation of any building is necessary and initiating the evacuation process if warranted.
- Notifying the Chancellor and the members of the Crisis Management Team (senior administrators designated by the Chancellor – see "Crisis Management Plan" section of this document).
- Coordinating with responding emergency services personnel.
- Initiating the activation of the campus Emergency Operations Center.



- Providing updates to the Chancellor and members of the Crisis Management Team. This duty may also be designated to the Emergency Operations Center Support Commander.

**Response in the Field:** This typically includes University Police, Milwaukee Fire and Hazmat Departments and County EMS. Other groups that may be involved in the emergency response include Facility Services, Student Union and Residence Life maintenance and security, University Safety and Assurances, Norris Health Center, Milwaukee Police Department and others as needed.

Once the Crisis Management Team assembles at the Emergency Communications Center, the Chancellor or his designee will oversee the emergency policy and communication decisions.

**Emergency Response Support Team.** The following departments and personnel have important support roles during the response to any emergency:  
See below for examples of the services provided by specific units.

**Academic Deans & Chairs:** Identify and resolve instructional and research issues. Coordinate necessary faculty resources.

**Building Chairs:** Identify and resolve building/facility issues. Serve as informational liaison to building occupants.

**Dining Services:** Coordinate dining services for dislocated personnel and emergency workers.

**Enrollment Services:** Reschedule classes; Issue/create temporary identification/access credentials (ID Cards). Produce student emergency contact information from PAWS.

**Facility Services:** Mitigate facility and grounds damages and restore to functional level. Assist University Police with creating safety perimeter at the site of the emergency. Provide structural evaluations and repair estimates.

**Human Resources:** Determine employment status and address contract issues, coordinate workers compensation claims, and define benefits coverage. Assist employees in coping with stress-related trauma.

**University Information Technology Services:** Coordinate temporary telephone, fax, and computer hookups. Arrange phone banks for necessary student call-outs to family. Activate "800" number if necessary.

**Klotsche Center and Pavilion:** Coordinate use of the Klotsche Center, Pavilion and/or Engelmann Gym as staging areas, and/or open bay temporary shelters or first aid stations.

**Mail Services:** Provide courier services for policy and operations groups. Coordinate mailings to families, alumni, etc.

**Norris Health Center:** Provide medical information support and back-up. Assist in providing services to those with minor injuries and provide trauma support. Coordinate with first aid services. May be asked to assist/provide onsite medical triage. Assist students in coping with stress-related trauma.

**Transportation Services:** Provide transportation services as required including buses for evacuation. Provide clearance of parking lots for emergency response vehicles.

**Payroll:** Work with Human Resources to determine who is paid, overtime, etc.

**Printing Services:** Provide printed material as directed (letters to parents, mailings, posters, temporary procedures, etc.).

**Police:** Law enforcement, crowd control, evacuation, site security, and mobile communications. Support Emergency Operations Center. Liaison with on-site fire and medical command personnel.

**Purchasing:** Obtain emergency goods and services; include pick-up/delivery to site of emergency.

**University Housing:** Coordinate housing operations (including any temporary shelters).

**Student Life:** Coordinate student notification and response. Liaison with parents.

**Union Operations:** Reschedule events; provide space for displaced operations.

**Campus Planning:** Provide site and building information.

**University Safety and Assurances:** Support Emergency Operations Center. Serve as a link with State and Local Environmental/Health and Safety Agencies. Provide expertise with respect to any issues related to health, safety and compliance. Identify scope of loss, coordinate loss control and insurance adjustment with UW System.

**University Relations and Communications:** Media coordination (website, press releases, information telephone line message, coordinate press conferences) and spokesperson.

## 6.0 EMERGENCY OPERATIONS AND EMERGENCY COMMUNICATIONS CENTERS

For Level 1 emergencies, an Emergency Operations Center (EOC) will be set up. See Appendix D for a description of the Functions and Responsibilities of the EOC.

The decision to assemble the CMT (Crisis Management Team) or a portion of the CMT will be made by the Chancellor or the Chancellor's designee. CMT members will assemble at the Emergency Communications Center (ECC) to assume their crisis management roles.

For Level 2 emergencies, a temporary Emergency Field Center may be established immediately adjacent to the area affected, or as close as prudently dictated.

**Emergency Protocols.** The following emergency protocols have been developed to guide the University's response to various emergencies. These emergency protocols are included in Appendix A of this Plan document and are also available on the Emergency Preparedness Website in the Emergency Operations Plan.

- Airborne Chemical or Biological Release
- Bomb Threat
- Chemical Spill (Release)
- Civil Disturbances or Demonstrations
- Class Cancellation - Inclement Weather
- Criminal Activity
- Crisis Communication/Psychological Crisis
- Electrical Power Outage
- Elevator Malfunction
- Explosion
- Fire
- Floods
- Gas Leak
- Medical Assistance and First Aid
- Preparing for Campus Building Security Incidents (Active Shooter)
- Radioactive Spill Response
- Shelter in Place
- Suspicious Letter or Package Receipt
- Tornado/ Severe Weather

## 7.0 COMMUNICATIONS

The most critical aspect of an Emergency Response Plan is communication. Accurate reports from the scene of an incident are essential to providing adequate services. The campus community must receive up-to-date instructions concerning emergency response procedures and news of evolving events. The ECC, staffed by the Crisis Management Team, will provide support to emergency responders reporting to the EOC and information to the community. The ECC has several redundant methods of communication with the campus community and general public during and after an emergency. Depending on the type of emergency and the type of information to be disseminated, the ECC can use one or a combination of the following methods to provide information: electronic mail, Website, voicemail phone tree implementation, and media announcements. In some of the buildings, the public address system can also be used. Recorded information regarding the University status can be found by dialing 414-229-4444. The campus also added outdoor speakers to relay emergency communications.

The University initiated a system for the campus community to receive emergency notifications called S.A.F.E. Alerts. The S.A.F.E. Alert system allows faculty and staff to register to be notified via text message or email in the event of a campus emergency. Students are automatically signed up for S.A.F.E Alerts on an opt-out basis.

**Emergency Contact Database.** UWM's Human Resources Department maintains an emergency contact database for employees with an ePantherID. This database holds contact information for notification in the event of a medical or other emergency. All employees are encouraged to participate in this service and update the information on a regular basis. Students provide emergency contact information through PAWS.

## 8.0 GENERAL PROTOCOLS FOR NON-RESPONDERS

In any emergency, no person is to take any action that would place anyone, including himself or herself, in personal danger. Likewise, those who have not been properly trained to respond to a particular type of emergency must limit their actions to contacting those who are trained and equipped to respond.

Some emergencies could require more than one type of response (e.g., an explosion could result in a fire, which in turn could result in a release of a hazardous chemical), or may escalate from a low level response to a higher one. The First Responders will have the responsibility of determining the type and level of response, and the Chancellor or his designee will be responsible for the overall response. University Relations and Communications and Building Chairs will be responsible for conveying this information to building occupants.

In every emergency, unless or until the cause is known to be non-threatening, the area must be secured. For any evacuated building, University Police shall secure the building and prevent entry by unauthorized persons until the building has been fully released by outside agencies. This means that nobody will be permitted to re-enter the area to retrieve personal belongings, and nothing is to be touched until released by the authorities. If it is imperative that someone obtain something from inside the restricted area, the Building Chair or other building occupant must contact a representative of the Police Department or responding agency (fire department, police, etc.) and explain why it is necessary. The Emergency Response Leader (Incident Commander) will make the final decision regarding entry.

It is University Relations's role to interact with the news media. Only they are authorized to grant interviews, give statements, or discuss incidents with the media, and any requests that you may get for information should be directed to the University Relations or the Public Information Officer in University Relations. Those requests will then be directed to the proper people. This is important, to control rumors and ensure that only factual information is released.

**Sheltering In Place.** Some incidents will require that building occupants remain inside their buildings rather than evacuate (referred to as "sheltering in place"). Building Chairs and their Alternates will need to maintain contact with building occupants to keep them apprised of the event's status. Because of the unpredictable nature of emergencies, specific directions for sheltering in place cannot be spelled out in advance with any degree of confidence. However, some general guidelines can be established, and more specific directions will be given at the time of the emergency.

Most shelter in place operations will simply require occupants to remain in their specific work areas. Where possible, building occupants who are known to be outside their work areas should be contacted and instructed to either remain where they are until the emergency has abated, or return immediately to their work area if that would be safer. Specific action will be determined by the nature and location of the emergency.

Building occupants should be advised to do the following depending upon the emergency:

- Remain calm.
- Close and lock all exterior doors and windows. Locking may provide a more effective seal if a chemical release is involved.
- Close window shades, blinds, or curtains when necessary.
- Shut down all experiments and operations, using established shutdown procedures when needed for an event such as a tornado.
- Stay away from windows or other potential sources of airborne glass, or materials that could fall if so instructed.

- Be prepared to move to a safer part of the building. Safe areas should be selected ahead of time. Preferably, it would have a source of water and have as few windows and doors as possible. University Safety and Assurances or University Police will assist you in selecting possible safe areas, if requested. This area may not be the same for all emergencies. Weather related emergencies, for example, will usually dictate moving to a lower area of the building.
- Turn off local fans, window air conditioners, fume hoods, and ventilation systems when needed. Do not make an effort to shut down building systems unless specifically directed to do so as this will be done by Facility Services personnel.
- Remain in place until an "all clear" is officially announced.

**Building Evacuation.** While sheltering in place may be the initial response, an escalation of the event could ultimately require an evacuation. In some cases, potentially serious events may require evacuation as the initial action. The order to evacuate will be given, or the fire alarm will be sounded, if it appears that there is potential for the event to escalate to a point where the health and safety of the building occupants may be compromised. Occupants must leave the building when the fire alarm has been activated.

Building Chairs must be familiar with the evacuation routes for their respective buildings. Building chairs may request copies of the maps for your building by contacting University Safety and Assurances (Extension 6339). Evacuation maps are posted in the buildings and most are online.

During an evacuation, Floor Captains should check rest rooms, conference rooms, mechanical rooms, established areas of rescue, and similar areas **if they are along the escape route**, to ensure that nobody remains in these areas. Do not deviate from the established evacuation route, however. If someone in these areas needs assistance, notify University Police that there is a person in need of assistance, including their exact location, the nature of any injuries, why they need assistance, etc.

Always know at least one alternate route out of the building, in the event that the primary exit route cannot be used.

Floor Captains should caution occupants of the building to avoid using elevators in an emergency. Most elevators are programmed to report to a specific floor when alarms are sounded, and they will not stop at any other floor to allow people to get off. In addition, there is a potential for the elevator to get stuck between floors if there is a power outage, allowing no means of escape for those inside.

Building Chairs, Alternates, and Floor Captains should advise all personnel to refrain from using cell phones, pagers, or other electronic devices during an emergency once the emergency has begun. Unnecessary use of cell phones overloads the system and may prevent emergency communications (such as S.A.F.E. Alerts) from getting through.

Once outside the building, move away from the building and parking lots. Upon arrival, Floor Captains should try to determine as accurately as possible if everyone is accounted for or if their areas are clear of people. Relay information to the Building Chair or emergency responders regarding individuals still in the building.

When buildings are evacuated, University Police secure the building(s). Remember: the silencing of an alarm **does not** mean that the building is safe to re-enter. Please make sure the occupants of the building understand that. Occupants are only permitted to re-enter a building after the responders (e.g., University Police, Milwaukee Fire Department) declare the building safe and officially release it for re-entry. When the building is determined safe to re-enter, Emergency

Responders or University Police will re-open the building. Until re-entry is authorized, nobody is permitted to re-enter, **even if the alarms have been shut off.**

**Evacuation of Campus.** Should an evacuation of the entire campus or a significant portion of the campus be necessary, the Chancellor will announce the evacuation. In addition, information related to the evacuation will be forwarded to local television and radio outlets by the Vice Chancellor of University Relations and Communications, who will also initiate additional pre-determined communication actions. Beyond the standard procedures of notification to EOC & CMT members, details of the evacuation should be communicated to:

- Local emergency management agencies
- Local Police
- Local Fire and EMS
- National Weather Service
- Local Emergency Planning Committee
- Hartford Avenue School and other adjacent facilities with large populations (Riverside HS, Columbia St. Mary's)

For purposes of this document, it is assumed that the evacuation will have been precipitated by a major event as addressed elsewhere in this plan, and all mass evacuations will be considered Level 1. Assessment for evacuation should consider if risk will be mitigated by an evacuation or whether an attempt at evacuation will cause more harm than good (i.e., putting lives at risk through travel).

Types of Evacuation:

- Zone Evacuation
- Automobile/Shuttle Evacuation
- "On-Foot" Evacuation
- Delayed Evacuation (snowfall or flooding)

Evacuation procedures will be managed and administered through the Incident Commander/ Emergency Operations Center, and in coordination with local emergency responders such as Fire & Police, and with participation by trained campus representatives. Building Chairs and Alternates will be trained to lead building evacuations, informing evacuees of the evacuation type and directing evacuees to go to their personal mode of transportation or designated emergency shuttle pickup locations, identified as:

**Sandburg Commons Circle Drive**

3400 N. Maryland Ave.

**Pavilion Downer Avenue entrance**

3409 N. Downer Ave.

**Union bus stop at Kenwood and Maryland**

2200 E. Kenwood Blvd.

Emergency shuttles will be provided and managed by Transportation Services.

The off-site evacuation centers are identified as:

**Cambridge Commons**

2323 N. Cambridge Avenue

Milwaukee, WI 53211

**Kenilworth Apartments**

1925 E. Kenilworth Place

Milwaukee, WI 53202

**Riverview Residence Halls**

2340 N. Commerce Street

Milwaukee, WI 53211

Post-evacuation check-in for all faculty, staff and students will be conducted at the off-site locations.

**Disabled Persons.** Those individuals who have identified themselves as needing assistance have been instructed to exit the building when possible, but if evacuation is not practical they have been assigned emergency waiting areas (called "Areas of Rescue Assistance"). (Note: in most buildings the stairwells are designed to be emergency waiting areas.). In an emergency, both the classroom/work area and emergency waiting area must be checked to ensure that people are not trapped inside the building. However, this should only be done if it allows you to remain on your evacuation route.

To reduce the risk of personal injury, attempts to carry immobilized persons are discouraged. For more detailed information regarding assisting those who have identified themselves as needing assistance, see the website <http://www.safety.uwm.edu>.

**Hazardous Materials.** For this document, hazardous materials include biological (including recombinant biological) and chemical agents, compressed gases, hazardous waste, materials identified by OSHA as Particularly Hazardous Substances, PCB's, and radiological sources.

Should you encounter a release or spill of any of these materials, do not attempt to clean the area unless you have received specific training on the proper procedures. Report the spill to the University Police (call 9-911).

Likewise, if the evacuation route brings you into contact with a potentially hazardous material, seek an alternate route out of the building. Do not attempt to pass through the area unless the urgency of the incident does not permit re-routing.

**Field First Aid Stations.** The following locations may be designated as sites for Field First Aid Stations. The location(s) for any specific incident will be determined by the location and severity of the incident.

[Engelmann Field](#)  
[Engelmann Gymnasium](#)  
[Klotsche and Pavilion](#)  
[Student Union](#)

Qualified campus individuals will staff these stations initially in a Level 2 or 1 crisis. For a Level 1 crisis, the Fire Department and local hospitals may be asked to provide additional personnel. Contact of these outside sources of assistance will be the responsibility of the University Police.



## **9.0 RECOVERY OPERATIONS**

### **Contingency Planning (Continuity of Operations Plan)**

UWM depends on certain functions such as building operations, financial transactions, communications and information systems applications and infrastructure to conduct its business. Accordingly, UWM departments shall develop comprehensive contingency plans (Continuity of Operations Plan (COOP)) to support mission critical functions.

The responsibility for continuity of a function at UWM, in the absence of a critical resource, rests with the user of the resource. Responsibility for the recovery of the resource rests with the provider. As a result, providers and users of mission critical functions at UWM are expected to have a COOP. This plan will identify high likelihood and high impact risks so that specific actions steps can be developed to ensure readiness, response, recovery and restoration. All plans will be periodically tested, reviewed and updated. A COOP template is available to help departments in drafting their Business Continuity Plan.

## **10.0 POST EMERGENCY OPERATIONS**

When emergency conditions have been stabilized and control has been returned to the university by external emergency responders, recovery operations will be initiated. The Crisis Management Team/ Chancellor or University Relations and Communications will issue appropriate announcements of the resumption of university operations.

Representatives of University Police, Facility Services, and University Safety and Assurances (US&A) will conduct an inspection of any university facilities that have been affected, prior to re-opening the facilities. Depending on the nature of the incident, additional personnel may be asked to assist in the investigation to determine a cause for the emergency and recommend preventive action to avoid recurrence. A member of the investigation team will issue a report outlining causes and recommendations to the appropriate parties as soon as practical. Risk Management will initiate claims processing for recovery.

US&A and Facility Services will also determine the need for specialized cleanup, as in the case of a hazardous materials release or spill, fire, flood, etc. Should specialized cleanup be required, US&A and Facility Services will make arrangements with the appropriate agencies. US&A and Facility Services will also be responsible for sampling, testing, and inspecting the emergency site and any affected areas to ensure safe re-occupancy.

The on-site recordkeeping team will submit all official records of the site activities, including photos, to the Risk Management Office for processing with insurance carriers. Copies of the same records will be forwarded to the Office of Legal Affairs upon request.

Repairs, where necessary, will begin as soon as legally permitted, but not before the investigation team agrees that such repairs will not interfere with the gathering of pertinent information. Oversight of these repairs will be the responsibility of Facility Services, who will also initiate routine cleanup activities.

Academic and/or administrative space adjustments will be the responsibility of the Office of Campus Planning with input from the Provost's office and the Deans or Department Heads of the affected areas.

## **11.0 POST-EMERGENCY PSYCHOLOGICAL COUNSELING**

Recognizing that traumatic events often produce short and long term psychological concerns, counseling will be offered to all students, faculty, and staff who desire such intervention. This service will be offered as soon as practical after the emergency is concluded.

Student counseling is handled through University Counseling Services. Faculty and staff can obtain confidential assistance through the Employee Assistance Program.

## APPENDIX A

### Emergency Procedures for Specific Hazards

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

#### Emergency Procedures Included:

- Airborne Chemical or Biological Release
- Bomb Threat
- Chemical Spill
- Civil Disturbances or Demonstrations
- Class Cancellation - Inclement Weather
- Criminal Activity
- Crisis Communication/Psychological Crisis
- Electrical Power Outage
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- Fire
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- Shelter in Place
- Tornado/ Severe Weather

## Airborne Chemical or Biological Release

Some kinds of chemical accidents or attacks may make going outdoors dangerous. Leaving the area might take too long or put you in danger. In such a case it may be safer for you to stay indoors than to go outside.

“**Shelter in Place**” means to make a shelter out of the place in which you are located. It is a way for you to make the building as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to give you adequate protection from chemicals.

### **Step 1: Notification from Police**

In the event of an offsite chemical or biological release that would require protective actions be taken by campus residents, the University Police would be notified by the City/County of the incident.

A variety of notification methods will be used to inform all UWM employees of the protective action alert.

Those university buildings that are equipped with voice public address systems will use them to notify occupants of any imminent danger, and give direction on what to do.

DO NOT PANIC.

### **Step 2: Close Doors and Windows**

Do not exit the building.

If possible, move to interior, windowless room on an upper floor.

Close all doors to the outside and lock all windows.

Wet towels or other fabric items and jam them in the crack under the door. Use plastic (trash bags are good) to cover all windows and doors. Use tape to seal the edges of plastic.

### **Step 3: Seal off Ventilation Sources**

Turn off fume hoods, range hoods, air handlers, and all air conditioners. Switch inlets to the "closed" position.

Seal off all vents, grills, or other openings to the outside to the extent possible.

Minimize the use of the elevators in the building. These tend to "pump" outdoor air in and out of a building as they travel up and down.

If you become bothered by the gaseous release, hold a wet cloth or handkerchief over your nose and mouth.

If you experience breathing difficulties contact the University Police (x9-911 from any campus phone or 414-229-9911 from a cell phone) and request immediate medical assistance.

### **Step 4: Remain Indoors**

Monitor the local media for further information and guidance.

Do not evacuate the building unless told to do so by University Police or the Milwaukee Fire Department.

# Bomb Threat

## STEP 1: Record Information

Any person receiving a call alleging a bomb or other device should attempt to obtain as much information as possible from the caller.

Initially, write down the time of the call. Try to determine the caller's identity:

- Male or female?
- Approximate age?
- Origin of call (local, phone booth, cell phone)?
- Caller's voice (slow, fast, loud, foreign, calm, emotional, etc.)?
- Are there background noises?
- Does caller appear familiar with campus?

## STEP 2: Contact University Police

If at all possible have someone else contact the University Police at 9-911 from any campus phone or 414-229-9911 from a cell phone. If you are alone, keep the caller talking as long as possible.

**IMPORTANT:** Make sure you collect at least the following information before ending the call and contacting the University Police at 9-911 from any campus phone or 414-229-9911 from a cell phone.

- Device Location
- Type of Device
- Detonation time
- 

## STEP 3: Ask Caller Questions

Engage caller in conversation. Ask questions and write down caller's exact words.

- What type of device is it?
- Chemical?
- Biological?
- Explosive?
- When is device going to explode?
- Time remaining and device location?
- What does it look like?
- What would cause it to detonate or release its contents?
- How do you deactivate the device?
- Do you know who placed the device?
- Where are you (the caller) now?
- Callers name and address?

Remain calm and polite but firm. Do not insist on answer to any questions

## STEP 4: Evacuate Building

If the threat of an explosion is imminent, activate the fire alarm to initiate building evacuation. Evacuate the building quickly and calmly by way of the nearest exit.

Upon exiting, proceed to a safe distance from the building. Keep clear of emergency vehicles.

Stay with the group from your area or with your class.

Do not reenter the building until the "all-clear" has been given.

# Chemical Spills

## Be Prepared in Advance

Have a spill kit available to clean up minor spills. That kit should include:

- Instructions and/or Safety Data Sheets for the chemical in use;
- Personal protective equipment including gloves, safety goggles and other protective clothing;
- Spill pads or pillows sufficient to contain and absorb 1 liter of liquid; and
- Plastic bags or containers to place spill waste material.

Do **NOT** attempt to clean up a spill if any of the following conditions apply:

- More than one chemical has spilled;
- The quantity spilled is greater than one liter;
- The substance is unknown or you are uncertain of the hazards of the substance; or
- You are uncomfortable in the situation.

## Minor Spill Response (Less than 8 oz. of a Known Material)

Minor spills may be controlled and cleaned up by employees who work with the substance and understand the hazards of the material, following these steps:

- Alert people in the immediate area of the spill;
- Wear protective equipment, including safety goggles, gloves and a long-sleeved shirt or other protective clothing;
- If spilled material is flammable, turn off ignition and heat sources;
- Avoid breathing vapors from the spill;
- Apply spill pillow/pads or other absorbent material, first around the outside of the spill, encircling the material, then absorb to the center of the spill;
- Sweep/shovel up absorbent material and place into a sealed, leak-proof bag or container;
- Place all materials (gloves, brooms, paper towels) used to clean up the spill in a sealed container as well; and
- Collect and properly label all bags or containers as hazardous waste. Contact University Safety and Assurances (229-6339) for a hazardous waste collection.

## Major Spill Response

### (More than 8 oz. or Unknown Material)

- Attend to injured or contaminated persons and remove them from exposure as practical.
- Alert other persons in the area to evacuate. Close the doors to the affected area.
- Contact the University Police for assistance:
  - From any campus phone dial 9-911.
  - From a cell phone, dial 414-229-9911. You will be connected to a UWM Police Department Dispatcher.
  - From a pay phone, no coin is needed, dial 911.

- Give your name, information on the material spilled (name, quantity, etc) and the exact location of the spill (room, floor, etc.). Be sure to stay on the phone until released by the emergency operator.
- Report to the building entrance to provide information to and/or assist emergency personnel.

**Chemical Spill on body:**

- Remove all contaminated clothing;
- Flood exposed area with running water from a faucet or safety shower for at least 15 minutes;
- Have another individual contact the University Police: 9-911 from any campus phone or 414-229-9911 from a cell phone, to obtain medical attention; and
- Report the incident to your supervisor or instructor and University Safety and Assurances (229-6339).

**Chemical Splashed in Eye:**

- Immediately rinse eyeball and inner surface of eyelid with water continuously for 15 minutes. Forcibly hold eye lid(s) open to ensure effective wash behind eyelids;
- Have another individual contact the University Police at x9-911 from any campus phone, or 414-229-9911 from a cell phone to obtain medical attention; and
- Report the incident to your supervisor or instructor and University Safety and Assurances (229-6339).

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## **Civil Disturbances or Demonstrations**

Call University Police - 9-911 from any campus phone or 414-229-9911 from a cell phone

1. Keep calm. Resistance may only increase the destruction of property and a threat to bodily harm. Do not confront demonstrators.
2. Call University Police at 9-911 from any campus hard-wired phone or 414-229-9911 from a cell phone. Provide the following information:
  - a. Location (building, floor, room, entrance, etc.).
  - b. Approximate number of leaders.
  - c. Size of group.
  - d. Obvious objective or demand of group.
  - e. Describe if group is rational, organized, violent, etc.
3. If possible, continue with your normal work schedule until the University Police arrive.
4. When the University Police arrive, provide them with an update. Follow their instructions.

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## **Class Cancellation - Inclement Weather**

Campus Administration monitors severe weather conditions. The decision to cancel classes is made by the Chancellor in consultation with his/her senior staff.

Call 229-4444 or view the UWM website for notice of class cancellations. Information on class cancellations will also be broadcast on local media outlets.

Morning classes should be cancelled by 6:00 AM but no later than 6:45 AM

Afternoon classes should be cancelled before 10:30 AM

Evening classes should be cancelled before 3:00 PM.



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## Criminal Activity

Be alert to what's going on around you. If you witness a crime in progress or observe a suspicious person or activity, if appropriate make noise to attract the attention of others. Immediately contact the University Police by dialing 9-911 from any campus phone or 414-229-9911 from a cell phone and be prepared to answer the following questions:

- What the person is doing?
- How many people are involved?
- Where is it happening?
- Provide a clothing and physical description and license plate number.
- What is the direction of travel (if known)?
- Has anyone been injured?
- Do not approach or attempt to apprehend the person(s) involved. Stay on the phone with the police dispatcher until the police arrive and provide additional information, as it becomes available or the situation changes.
- If possible, remain out of sight. Be concerned with your personal safety and act cautiously.
- If you are not sure about someone or their activity, advise them to call the Police. Always err on the side of caution and contact the University Police.

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## Crisis Communication/Psychological Crisis

Call University Police- 9-911 from any campus phone or 414-229-9911 from a cell phone. A psychological crisis exists when the individual is threatening to harm himself/herself or others, or is substantially out of touch with reality. Uncontrollable behavior and/or hallucinations could be manifested. If a psychological crisis occurs:

### **STAY CALM**

Notify University Police at 9-911 from any campus phone or 414-229-9911 from a cell phone. Provide the following information:

- a. Your name
- b. Precise location
- c. Observed symptoms of behavior
- d. Individuals name, if known

Until help arrives, be pleasant, considerate, and understanding to avoid aggravating the situation.

Do not argue with the individual. Try to determine and accept the individual's point of view. Do not confront/ detain the individual, if violent or combative.

Have someone meet the University Police at the entrance to the building and provide up to date information.

# Electrical Failure

Electrical failures can disrupt work and study activities throughout individual buildings or large areas of the campus. In order to ensure employee, student, and visitor safety, the following guidelines should be followed:

## **Before a Power Outage:**

- Prepare or review existing internal communications plan to notify affected personnel about workday and after-hours emergencies.
- Identify and prioritize vital power-dependent functions, operations, and equipment. Plan ahead for short-term and longer-term impacts and needs.
- Battery-powered flashlights should be kept at known locations, readily accessible during outages. Candles and other open flame devices are prohibited.
- Keep duplicates of critical data.
- Determine if there are emergency power outlets (red) in your area. Use them for critical functions only.
- Determine if there is emergency lighting in your area. Keep flashlights in all work areas.
- Develop strategies for resuming operations when power returns.

## **Short-Term Power Outage:**

- Assess the extent of the outage in your area. Report outages to your Building Chairperson and/or Facility Services at x4742. If after hours, contact Facility Services at x4652 or University Police at 9-911 from any campus phone or 414-229-9911 from a cell phone.
- Building chairpersons may make the decision to evacuate individual buildings. If you are told to leave the building, lock or secure your area, collect your personal belongings and leave. Re-enter the building only when directed to do so by the Building Chair or the UWM Police.
- If evacuation of the building is not necessary, restrict movement to areas that are adequately illuminated.
- Report any losses or equipment damage to Risk Management at x6339 as soon as possible.

## **Response to Prolonged Power Outage:**

- Building chairpersons should check their buildings elevators and initiate rescue efforts by notifying the [University Police](#), if necessary. Only trained rescue personnel shall assist persons stranded in elevators.
- Building chairs shall notify the [University Police](#) (x4627) and [Facility Services](#) (x4742) to facilitate assistance and repair as necessary.
- Move building occupants in darkened work areas to safe locations. Keep refrigerators and freezers closed throughout the outage.
- Unplug personal computers.
- Unplug non-essential electrical equipment and appliances.
- Open windows for additional light and ventilation, if appropriate.
- Campus administration will make the decision to cancel classes as necessary.
- Report any losses or equipment damage to Risk Management at x6339 as soon as possible.

## **After Power Outage:**

- Make sure that all power is restored before turning on any equipment.
- Facility Services will ensure that all elevators are reset as well as security systems reactivated and other alarms.

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## Elevator Malfunction

To ensure the safety of patrons or visitors and personnel who use, or maintain the elevators at the University of Wisconsin-Milwaukee, under no circumstances should anyone, other than a trained and experienced elevator technician attempt to perform repairs to an elevator or its associated equipment, or attempt to rescue any entrapped passenger(s) unless a bona fide emergency, such as a risk to life or a fire, exists.

The only personnel authorized to access elevator shafts and cars, in other than normal usage, are the elevator technicians, the university's hired elevator contractors, or personnel under the direct supervision of an experienced elevator technician. UWM employs elevator technicians who can generally respond to promptly most elevator malfunctions.

Under certain rare circumstances, when it is believed that a serious life/safety hazard exists, police or fire department personnel may access elevator shafts or cars using the proper procedures.

### In the case of an entrapped person or persons:

- Personnel who are on the scene should attempt to locate the car and communicate with the passenger(s) by any means available, including yelling through the closed shaft doorways if necessary. Ensure the passenger(s) that they are totally safe in the car, ask them to remain calm and inform them that help is on the way.
- **Insist that the passenger(s) remain in the car until an experienced elevator technician or emergency responder is called to the scene.**
- Check all floors to visually verify that all of the shaft doors are closed.
- If a shaft door is found either fully or partially open, do not attempt to close it.
- Keep all others away from an open shaft door until the elevator technician arrives.
- Identify the building and if the building contains multiple elevator units, identify the specific elevator number or elevator location (if in a bank of elevators).
- Locate the floor position of the elevator.
- Verify whether or not the elevator is "**empty**" or there is an "**entrapment**". Verify whether the elevator doors are "**closed**" or "**open**".
- Report the status of the elevator:

**Example Report:** "Enderis Hall, elevator #2, 5th floor, the doors are open, the elevator is 6" above the floor, the main power has / has not been turned off" to the Department of Facility Services "Trouble Report" phone line at 229-4742 during regular business hours (7:00 A.M. - 4:30 P.M) or after regular business hours to 229-4652 (This number is answered during non-working hours by Power Plant employees who will respond to emergencies by calling in appropriate maintenance personnel).

- If the doors are open, after the power has been turned off, and after persons have been safely removed, if possible pull doors closed (even if they can only be partially closed). This will help keep the public from entering and possibly becoming trapped.

The Department of Facility Services and other University Departments provide periodic elevator training for the University Police Department and the Milwaukee Fire Department.

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## Emergency Evacuation

During certain emergency conditions, it may be necessary to evacuate a building. Examples of such occasions include: smoke/fire, gas leak, bomb threat or chemical spill.

Room specific "Classroom Emergency Procedures" are posted in general assignment classrooms on campus. These signs provide information on how to contact emergency responders. They also include the specific building address and room number and list actions to follow in the event of any type of emergency occurring in the classroom -- medical, fire, power outage or tornado warning. These procedures are especially important for students who move from building to building throughout the day and may not be familiar with evacuation routes and shelter areas for the various buildings in which they have classes.

The Department of University Safety and Assurances has also posted updated Emergency Evacuation Floorplans in all of the campus buildings. Please take a moment to familiarize yourself with the evacuation floorplans for the building in which you work and those buildings you frequent. If you notice that your Emergency Evacuation Floorplan is missing or if you need a "Classroom Emergency Procedures" sign, please contact University Safety and Assurances at x6339 so that we can print a new one for you.

If there is a need for evacuation of your building, move calmly away from the building. If you have knowledge regarding the incident notify emergency responders of that information. Keep streets, fire-lanes, hydrant areas and walkways clear for emergency vehicles and personnel.

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## Explosion

Call University Police (Fire Department) - 9-911 from any campus phone or 414-229-9911 from a cell phone

In the event of an explosion on campus, take the following actions:

1. Immediately take cover under tables, desks, or under objects which will give protection against falling glass and debris.
2. After the initial effects of the explosion have subsided, notify the University Police dispatcher at 9-911 from any campus phone or 414-229-9911 from a cell phone. Give your name, tell them if there is a fire and describe the location and nature of the emergency.
3. Activate the building fire alarm.
4. Evacuate the building by the nearest exit. If disabled personnel cannot safely evacuate the building, assist to the nearest stairwell away from damaged area. Alert emergency personnel of their location.
5. **DO NOT USE ELEVATORS. DO NOT PANIC.**
6. Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews.
7. **DO NOT RETURN TO AN EVACUATED BUILDING** unless authorized by the Milwaukee Fire Department or the University Police.

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## Fire

### **STEP 1: *Activate Alarm***

- In the event of a fire, activate the nearest fire alarm.
- Take appropriate actions to ensure your personal safety.

### **STEP 2: *Dial 9-911 from any campus phone or 414-229-9911 from a cell phone***

- From a safe location call 9-911 from any campus phone or 414-229-9911 from a cell phone to notify the University Police of the emergency.
- Give your name and the exact location of the fire (room, floor, etc.). Be sure to stay on the phone until released by the emergency operator.
- If you are unable to leave the building make every effort to call 9-911 from any campus hard-wired phone or 229-9911 from a cell phone and inform the emergency operator of your exact location within the building. Move to a room with a closing door as far from the fire as possible. Check any door that you open with the back of your hand to see if the door is hot - do not open a door that feels warm to the touch.

### **STEP 3: *Evacuate the Building***

- Ensure those in the general vicinity are aware of the evacuation.
- Evacuate the building quickly and calmly by way of the nearest exit. Shut off any major equipment or electronics before leaving if possible. Shut doors behind you to reduce the spread of fire. If there is heavy smoke, stay as close to the floor as possible.

- **DO NOT USE ELEVATORS!**
- Upon exiting, proceed to a safe distance from the building. Keep clear of emergency vehicles. Stay with the group from your area or with your class.
- Do not reenter the building until the "all-clear" has been given.

**STEP 4: *Evacuation for the Disabled***

- Escort persons unable to negotiate stairs to area near emergency exit staircase. After the emergency exit is clear of traffic, move them onto the landing of the emergency stairwell. Do not attempt to move them down the stairs.
  - If you have information regarding the location of any individuals unable to evacuate the building, provide that information to arriving emergency personnel.
  - Be aware and prepared. All campus community members should plan their evacuation before a fire breaks out. Never ignore the smell of smoke or an alarm.
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# Floods

Floods are the most common and widespread of all natural disasters--except fire. Most communities in the United States have experienced some kind of flooding, after spring rains, heavy thunderstorms, or winter snow thaws. Flooding within a building may also be the result of a mechanical failure.

The following are some steps you can take in response to a flood situation to minimize property damage and losses:

## **If the flooding is caused by a pipe break, sink overflow or other plumbing problem:**

- During normal business hours, notify Facility Services at x4742. After hours contact Facility Services at x4652 or the University Police at 9-911 (emergency number) or x4627 (non-emergency phone number).
- Try to identify the source of the water and turn it off if this can be done safely.

## **If the flooding is caused by heavy rains or winter snow thaw:**

- During normal business hours, notify Facility Services at x4742. If the situation occurs after hours, contact Facility Services at x4652 or University Police at 9-911 or 414-229-9911 from a cell phone.
- Attempt to close doors and windows to prevent additional water from entering the building, if possible.
- Focus resources on minimizing the spread of water into other areas of the building.

## **Additional actions you may take to minimize damage from water include:**

- Protecting property and records by removing items from floors and /or covering items with water-resistant coverings.
- Moving items of value to "higher ground" if possible.
- Unplugging electrical equipment such as computers, printers, etc. if it is safe to do so. If electrical circuits appear to be getting wet, leave the area immediately.

Depending upon the severity of the situation, evacuation of personnel may be required. If immediate evacuation is necessary, use the fire alarm system to notify building occupants.

Once the building has been evacuated, call the University Police (9-911), or 414-229-9911 from a cell phone, or send a runner to the University Police Department (Sandburg W140) to notify them of any needed assistance or other emergencies that may exist.

Report any losses or equipment damage to Risk Management at x6339 as soon as possible.

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## Gas Leak

Natural gas is colorless, non-toxic and odorless, although an odorant is added as the gas is fed into the distribution system. Known as mercaptan, this odorant is an important safety measure because it provides a distinct smell (much like the smell of rotten eggs) in the event of a gas leak. Natural gas is lighter than air and rapidly dissipates into the air when it is released. If you smell gas or suspect a leak, cease all operations. Take appropriate actions to ensure your personal safety.

- If gas smell is on the inside and windows can be easily opened, open to ventilate the area.
- Leave the area at once and pull the nearest fire alarm to initiate evacuation of the building.
- From any campus phone dial 9-911.
- From a cell phone dial 414-229-9911. Your call will be connected to the UWM Police Department Dispatcher.
- From a pay phone (no coin is needed) dial 911.
- Give your name and the exact location of the leak (room, floor, etc.) as well as any other information you think would be useful. Be sure to stay on the phone until released by the emergency operator.
- If the situation warrants, request that the fire department be called.
- Evacuate the building by the nearest exit. Report to the building entrance to inform emergency response personnel of the situation.
- Building Chairs and/or their designees will check occupied areas of their buildings and notify occupants that they must immediately evacuate the building by means of the nearest exit. Exit quickly and calmly by way of the nearest exit to a safe distance from the building. Leave sidewalks and roadways free for emergency responders.
- **DO NOT USE ELEVATORS!**
- Escort persons unable to negotiate stairs to area near emergency exit staircase. After the emergency exit is clear of traffic, move them onto the landing of the emergency stairwell. Do not attempt to move them down the stairs. A staff person should go to the building entrance to inform arriving emergency personnel where any such persons are waiting.
- Do not reenter the building until authorized to do so by University Police or the Milwaukee Fire Department.



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## Medical Assistance and First Aid

Call for Medical Assistance - 9-911 from any campus phone or 414-229-9911 from a cell phone

1. If serious injury or illness occurs on campus, immediately dial 9-911 from any campus phone or 414-229-9911 from a cell phone for medical assistance. Give your name, describe the nature and severity of the medical problem and the campus location of the victim. Do not hang up unless released by the emergency operator.
  - a. If the victim is conscious and oriented, the individual has the right to determine his/her own health care needs and the response to those needs. Under such circumstances, university staff should refrain from recommending specific health care vendors.
  - b. In circumstances involving a person who is unconscious and/or disoriented, calling the University Police is the appropriate response.
2. Keep the victim still and comfortable until help arrives. Do not move the victim.
3. In case of a minor injury or illness, students may go to the University Health and Counseling Service or have trained persons provide appropriate first aid.
4. First Aid and CPR training is available through many agencies including the local American Red Cross.
5. Persons with serious or unusual medical problems should be encouraged to notify their supervisors or instructors of the medical problem and the standard emergency treatment related to that problem.

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## PERSONAL SAFETY: Campus Building Security Incidents Active Shooter

Best practices established by law enforcement experts

### **Avoid**

**If you are in a building with an active shooter and it is possible to do so safely, exit the building immediately**

- Have a plan in mind
- Evacuate to a safe area and take protective cover
- When it is safe, call **9-911** from a UWM land-line phone or **414-229-9911** from a cell phone to reach University Police. Provide the dispatcher with the following information:
  - Your name
  - Location of incident
  - Identification and/or description of shooter(s)
  - Number and type of weapon(s) used
  - Number of persons involved or injured

### **Deny**

**If you are in a building with an active shooter and exiting the building is not possible, hide in an area out of view and make it difficult for the shooter to enter the space.**

- Go to the nearest room or office
- Close and lock or block entry to the door
- Seek protective cover and keep quiet
- If it is safe to do so, call **9-911** from a UWM land-line phone or **414-229-9911** from a cell phone to reach University Police. Provide the dispatcher with the following information:
  - Your name
  - Location of incident
  - Description and location of shooter(s)
  - Number and type of weapon(s) used
  - Number of persons involved or injured

### **Defende**

**If your life is in imminent danger, attempt to incapacitate the shooter(s)**

- Act with as much physical aggression as possible
- Commit to your actions
- Throw objects or use improvised weapons

## Radioactive Spill Response

**Minor Spills** and emergencies are those spills of a few microcuries of activity where the radionuclide does not become airborne and emergencies where there is no personal injury.

Lab personnel utilizing the spill kit provided to each laboratory by the Radiation Safety Program can handle most minor spills. Detailed procedures to follow are:

- Notify all individuals in the room at once.
- Limit access to the area to those persons necessary to deal with the spill. Do not let other persons into the area until the spill is decontaminated.
- Open the lab spill kit and obtain necessary supplies.
- Confine the spill immediately.
  - Liquid Spills:
    - Put on protective gloves and clothing.
    - Drop absorbent paper or vermiculite on the spill.
  - Dry Spills:
    - Put on protective gloves and clothing.
    - Dampen thoroughly, taking care not to spread the contamination. Generally, water may be used, except where a chemical reaction with the water could generate an air contaminant or a chemical or physical hazard. Mineral oil or another predetermined organic solvent should then be used.
    - Notify Radiation Safety of the spill at the first opportunity. If after hours notify campus police (229-9911) who can contact members of the Radiation Safety Program staff.
    - Survey personnel involved with the spill before they disperse; decontaminate or change clothes as necessary.
    - Complete systematic decontamination based on a pre-established plan of action.
    - Submit a written report of the accident to the Radiation Safety Officer. Include a complete history of the accident and subsequent corrective measures, which were taken, and signatures of all individuals involved.

**Major Spills** and emergencies are those spills involving millicurie or greater activity, where airborne contamination occurs, or personal injury or fire is involved. These situations require additional assistance and these procedures should be followed:

- During working hours, notify the Radiation Safety Officer (229-4275 or 229-6339) at once. During holidays, evenings, and weekends, call the UWM Police (9-911 from campus phones; 414-229-9911 from cell phones and off-campus locations). Campus police will contact a member of the radiation safety staff. Consult emergency phone list for additional numbers.
- Remove personnel from the area of the spill and hold them nearby until they can be checked for contamination by Radiation Safety Program staff.
- If an individual is injured, apply immediate first aid as necessary. Do not let the possibility of radioactive contamination hinder first aid efforts. Decontamination of wounds, etc., can always be done after the victim's medical condition has been stabilized.
- If the spill is liquid and the hands are protected, right the container by hand; otherwise, use tongs, a stick, or similar lever.
- If the spill is on the skin, flush thoroughly with water and wash with soap or detergent.
- If the spill is on clothing, remove the article at once and discard it in a plastic bag.

- If the spill is airborne, evacuate the area at once. Switch off all ventilators and fans. Facility Services should be contacted: 229-4742 during business hours or 229-4652 after hours.
- Vacate and seal the room and go to a safe area, avoiding additional contamination of personnel. As practical, take precautions to limit the spread of contamination to other areas.
- Shield the source spill if possible but only if it can be accomplished without further contamination or without significantly increasing your radiation exposure.
- Take immediate steps to decontaminate personnel involved.
- Decontaminate the area following a pre-established plan. The RSO or another member of the radiation safety staff will direct the decontamination procedure.
- Monitor all personnel involved in a spill and cleanup.
- Submit a written report of the accident to Radiation Safety Officer. Include a complete history of the accident, as well as corrective measures taken, and signatures of all individuals involved.

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## Receipt of Suspicious Package

- Evaluate all articles received. Take caution whenever receiving mail or packages of suspicious origin or questionable content.
- Ask yourself the follow questions when screening articles received:
  - Is the article unexpected or does it appear unfamiliar?
  - Is the address vague or incomplete?
  - Is the return address missing?
  - Does it have unusual weight or texture?
  - Are there restrictive markings such as "for addressee only" or "personal"?
  - Is the article addressed to an individual who no longer works within your department?
- Do not attempt to touch, open or move any suspicious letter, article or package.
- If you receive an article, package or letter which you are concerned about, immediately put the article down.
- Do not panic. Biological agents are not easily aerosolized. The mere act of opening an envelope or package containing a suspected agent would generally not provide the energy required to project the agent into your airway or breathing zone.
- If possible request the assistance of a co-worker or other person in your area to immediately contact the University Police at 9-911 from any campus phone or 229-9911 from a cell phone to inform them of the potential for a biological release on campus.
- If you are alone, phone the police yourself, attempting to limit the number of things you come in contact with. If you have been contaminated, limiting what you touch will limit the spread of the contamination.
- Wait for the police to arrive. Do not leave the area. Do not allow others who may have been in the area when the article was received or opened to leave until the Police arrive and assess the situation.
- University Police will isolate the package and initiate all follow-up activities.
- The Milwaukee Fire Department Hazardous Materials Unit will be called to respond to the incident. Additionally individuals from the Milwaukee Health Department may be called to campus to assist.
- A controlled evacuation of the building in which the suspected agent was found will probably occur. Evacuated individuals will be instructed to report to a "congregate care" center to provide information to authorities. Follow-up actions will be based on each individuals potential for exposure to the suspected agent.

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## Shelter in Place

Some kinds of chemical accidents or attacks may make going outdoors dangerous. Leaving the area might take too long or put you in harm's way. In such a case it may be safer for you to stay indoors than to go outside.

**"Shelter in Place"** means to make a shelter out of the place you are in. It is a way for you to make the building as safe as possible to protect yourself until help arrives. You should not try to shelter in a vehicle unless you have no other choice. Vehicles are not airtight enough to give you adequate protection from chemicals.

### Step 1: Notification from Police

- In the event of a chemical or biological release that would require protective actions be taken by campus residents, the University Police would be notified by the city/county of the incident.
- A variety of notification methods will be used to inform all UWM employees of the protective action alert.
- Those university buildings that are equipped with voice public address systems will use them to notify occupants of any imminent danger, and give direction on what to do.
- DO NOT PANIC.

### Step 2: Close Doors and Windows

- Do not exit the building.
- If possible move to interior, windowless room on an upper floor.
- Close all doors to the outside and lock all windows.
- Wet towels or other fabric items and jam them in the crack under the door. Use plastic (trash bags are good) to cover all windows and doors. Use tape to seal the edges of plastic.

### Step 3: Seal off Ventilation Sources

- Turn off fume hoods, range hoods, air handlers, and all air conditioners. Switch inlets to the "closed" position.
- Seal off all vents, grills, or other openings to the outside to the extent possible.
- Minimize the use of the elevators in the building. These tend to "pump" outdoor air in and out of a building as they travel up and down.
- If you become bothered by the gaseous release hold a wet cloth or handkerchief over your nose and mouth.
- If you experience breathing difficulties contact the University Police (x9-911 from any campus phone or 414-229-9911 from a cell phone) and request immediate medical assistance.

### Step 4: Remain Indoors

- Monitor the local media for further information and guidance.
- Do not evacuate the building unless told to do so by University Police or the Milwaukee Fire Department.

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# Tornado Safety

## Step 1: Tornado Watch or Severe Weather Alert

- The National Weather Service will notify the University Police and other law enforcement agencies via teletype if a **TORNADO WATCH** is in effect. This condition means that weather conditions are favorable for the formation of a tornado, but that no tornado has actually been sighted.
- Monitor the local media for weather updates and be alert to changing weather conditions. Be prepared to take action if the weather situation is upgraded to a **TORNADO WARNING**.

## Step 2: Warning Issued

- In the event of a **TORNADO WARNING**, the National Weather Service will alert local agencies that a tornado has been sighted. Information will be transmitted over local radio and TV stations. A variety of notification methods will be used to direct all people on campus to seek shelter.
- Those university buildings that are equipped with voice public address systems will (if the building chairs are available) use them to notify occupants of any imminent danger, and give directions on what to do. In addition, Milwaukee County Emergency Government will sound their warning sirens. The "Tornado Warning" signal is a steady blast three minutes or longer in duration. There is no "All Clear" siren.
- Exterior doors should not be opened and all occupants should immediately proceed to shelter areas for imminent threats.

## Step 3: Seek Shelter

- Seek shelter immediately. Move to the lowest level of the building away from windows or glass. An interior hallway, stairwell or other room on the lowest floor or in the basement is best. The attached table provides recommended shelter areas for each UWM building.
- Avoid areas with a large expanse of glass or windows.
- If disabled personnel cannot safely move to the lowest level of the building, assist to an interior hallway away from windows and areas with large expanse of glass.
- Do not attempt to flee the tornado by foot or automobile. Twisters can move much faster than you can. Do not seek shelter in or under your car.
- Do not use elevators.

## Step 4: Monitor Situation

- Monitor the local media for further information and guidance.
- Remain in the shelter area until the "all clear" is given by University Police or other emergency personnel.
- Do not evacuate the building unless instructed to do so by University Police or other emergency personnel. If instructed to evacuate the building, exit quickly and calmly by way of the nearest exit to a safe distance from the building. Keep clear of emergency vehicles. Leave sidewalks and roadways free for emergency responders. Stay with the group from your area or with your class.
- Call the University Police (9-911 from any campus phone or 414-229-9911 from a cell phone) or send a runner to the University Police Department (Sandburg W140) to notify them of any needed assistance and emergencies that may exist.
- Once you have left the building, do not reenter until the building has been declared safe by trained emergency personnel.

## APPENDIX B

### CRISIS MANAGMENT TEAM RESPONSIBILITIES AND DUTIES CHECKLIST

Member Position Responsibilities	Duties Checklist
<p><b>Chancellor</b></p> <p>Act as highest level of campus authority during an emergency, crisis or disaster. Acquire response resources from outside the University as needed.</p>	<ul style="list-style-type: none"> <li>• Initiate/maintain log of significant events, messages, and phone calls and pass on to relief person with instructions to maintain it.</li> <li>• Assess situation; obtain information and periodic updates from Crisis Management Team.</li> <li>• Decide if a state of emergency must be declared and/or activate the Emergency Communication Center (ECC) /Crisis Management Team.</li> <li>• Establish communications with the Board of Regents and other Federal, State and local officials as the situation warrants.</li> <li>• Authorize the following protective or precautionary actions as appropriate:               <ul style="list-style-type: none"> <li>○ Partial or total campus evacuation (evacuations for site specific emergencies may also be ordered by the Emergency Response Leader or outside agencies)</li> <li>○ Sheltering, campus closure and/or re-opening; declared curfew</li> <li>○ Cancellation of classes and all other events.</li> </ul> </li> <li>• Issue any necessary public statements personally or through the University Relations and Communications office/Public Information Officer.</li> <li>• Seek advice/direction from the Provost and all VCs concerning actual or potential effect of the crisis or disaster situation on critical mission of the institution.</li> <li>• Establish target date for resumption of full or limited administrative and academic schedules.</li> <li>• Order deactivation of campus state of emergency when all phases of emergency have concluded.</li> </ul>



Member Position Responsibilities	Duties Checklist
<p><b>Provost and Vice Chancellor for Academic Affairs</b> Act as primary alternate in the absence of the Chancellor. Responsible for decisions concerning the cancellation, rescheduling or relocation of classes, tests and other programs interrupted by an incident.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls and pass on to relief person with instructions to maintain it.</li> <li>○ Serve as lead representative in matters related to academic interface with emergency operations.</li> <li>○ Assess monetary, class scheduling and staffing effects of a disaster on academic areas.</li> <li>○ Coordinate the use of academic space in providing mass care facilities.</li> <li>○ Assist in determining security requirements for academic areas.</li> <li>○ Assist in dissemination of information related to the disaster to the academic community.</li> <li>○ Coordinate the use of foreign language interpreters if needed.</li> <li>○ Assess impact of crisis on academic departments and initiate activation of departmental emergency plans as necessary.</li> <li>○ Coordinate notification of prospective students, especially admitted students, with University Relations and Communications.</li> <li>○ Coordinate transfer of recruitment and admissions procedures and responsibilities to unaffected parts of campus (if possible).</li> <li>○ Coordinate with Enrollment Services assessment of crisis upon maintenance of undergraduate (UG) student records and financial aid processing.</li> <li>○ Coordinate with University Relations and Communications' communication plan to keep current UG students and parents apprised of crisis events and its resolution.</li> </ul>

Member Position Responsibilities	Duties Checklist
<p><b>Vice Chancellor for Finance and Administrative Affairs</b></p> <p>Assess and advise on response, finance, legal, facility, and safety related issues.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Poll other Crisis Management Team members to assess potential or actual monetary impact of the crisis or disaster at hand.</li> <li>○ Assure that finance and administration departments are operating in emergency response mode to support the emergency response of all departments and divisions.</li> <li>○ Assess impact of crisis on finance and administration departments.</li> <li>○ Ensure resources are available for campus evacuation and other needs.</li> </ul>

Member Position Responsibilities	Duties Checklist
<p><b>Vice Chancellor for Student Affairs</b></p> <p>Assess crisis management needs for students; provide short and long-term plan for student housing and food service and coordinate records survey.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Ensure availability of student counseling personnel, medical triage and other student necessities as warranted, such as <ul style="list-style-type: none"> <li>○ Post-event counseling</li> <li>○ Student financial assistance</li> <li>○ Student inventory</li> </ul> </li> <li>○ Ensure necessary housing and food supplies are provided.</li> <li>○ If needed by the Incident Commander, develop plan to recruit student volunteers and coordinate the recruitment and manage student volunteers with VC, Finance and Administrative Affairs. <ul style="list-style-type: none"> <li>○ Registration of volunteers</li> <li>○ Skills needed/available</li> <li>○ Assignment of volunteers</li> </ul> </li> </ul>
<p><b>Vice Chancellor for University Relations and Communications</b></p> <p>Formulate and disseminate general public information.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls and log of all media releases and statements. Pass this on to relief person with instructions to maintain it.</li> <li>○ Establish procedures for release of public information noting that unless otherwise directed, the Vice Chancellor, University Relations and Communications is the official spokesperson for the University.</li> <li>○ Authenticate all sources of information received, and verify for accuracy.</li> <li>○ Designate location for media to set up providing for needed supplies and utilities.</li> <li>○ Prepare and issue public statements that are concise, factual and non-speculative as soon as practical after the incident or disaster, and update regularly thereafter. Prepare recorded telephone messages regarding the nature of the crisis and the state of the campus and update UWM webpage. Where possible, establish phone lines for a Disaster Inquiry Center (DIC) to answer questions from the public; provide bilingual staff when available; publicize the DIC phone numbers.</li> <li>○ Coordinate media releases and statements with the Crisis Management Team members before release.</li> <li>○ Determine the need for on-scene media briefings and designate a media-briefing center.</li> <li>○ Coordinate with the Chief of University Police to contact Federal, State and local agencies to share information.</li> <li>○ Periodically prepare and disseminate a media release that addresses rumor control.</li> <li>○ Contact the Director of Student Housing responsible for shelters. Request the location(s) and preferred method of contact for Disaster Welfare Inquiry and Locator Services. Prepare and disseminate a media release advising the public of this information.</li> </ul>

Member Position Responsibilities	Duties Checklist
<p><b>Vice Chancellor for Development and Alumni Relations</b></p> <p>Coordinate with Vice Chancellor of University Relations and Communications and provide updates to alumni when appropriate</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Notify all staff members.</li> <li>○ Coordinate with University Relations and Communications to inform alumni of any situations or emergency updates when appropriate.</li> </ul>
<p><b>Vice Chancellor for Global Inclusion and Engagement</b></p> <p>Coordinate with Vice Chancellor of University Relations and Communications and provide updates to business and community partners when appropriate.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Notify all staff members.</li> <li>○ Coordinate with University Relations and Communications to inform all business and community partners of any situations on emergency updates when appropriate.</li> </ul>
<p><b>Director of Legal Affairs</b></p> <p>Legal advice and direction.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Provide legal guidance to the Crisis Management Team members and assess the emergency situation for legal risk to the University and personnel providing voluntary assistance.</li> <li>○ Provide/monitor/advise CMT on legal responsibilities/authority for emergency declarations, intergovernmental aid, social control (curfews), other restrictions.</li> </ul>
<p><b>Associate Vice Chancellor and Chief Information Officer</b></p> <p>Conduct communications and converged network (data, voice, video) damage assessments. Establish and manage emergency telephone services and IT systems using available resources.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Determine status of University network.</li> <li>○ Poll Crisis Management Team members to determine emergency information technology and converged network services needs.</li> <li>○ Implement disaster recovery plan for all IT systems, activating contracts with external organizations for alternate work sites as needed.</li> </ul>

Member Position Responsibilities	Duties Checklist
<p><b>Director of University Safety and Assurances</b></p> <p>Assess safety of emergency responders, environmental impact and post-incident safety assessments and recovery operations for buildings and personnel.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Arrange for the evaluation, measurement, and control of hazardous substances, infectious agents, and radioactive sources. <ul style="list-style-type: none"> <li>○ Post-incident, determine if re-entry to affected areas is safe.</li> </ul> </li> <li>○ Notify UW System Risk Management and outside agencies (EPA, OSHA, DNR, etc.) as necessary regarding the incident(s) and the projected impact on the campus and community.</li> <li>○ Gather and document loss data and file claims on behalf of the Departments that have sustained losses.</li> </ul>
<p><b>Associate Vice Chancellor of Human Resources</b></p> <p>Provide employee information. Organize volunteers for operational use.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Poll other Crisis Management Team members for personnel needs.</li> <li>○ Provide employee information. Organize volunteers for operational use.</li> <li>○ Coordinate with Payroll to provide information on acceptable procedures and documentation for timekeeping and payroll operations. Assist other University departments in implementation of these procedures as needed.</li> <li>○ Attempt to meet staffing needs by utilizing in-house resources. If this is not feasible: <ul style="list-style-type: none"> <li>○ Use volunteers and other disaster service workers</li> <li>○ If semi-skilled, skilled or professional staff are required contact local personnel agencies, state and federal agencies, or professional organizations.</li> <li>○ Designate and arrange for staffing of registration centers for disaster service workers.</li> </ul> </li> </ul>
<p><b>Campus Health Officer</b></p> <p>Assess health related impacts and assist in obtaining needed resources.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Notify Norris Health Center staff members.</li> <li>○ Serve as the lead representative in matters related to the emergency's health impacts on the campus community.</li> <li>○ Assist the Vice Chancellor for Student Affairs in coordinating student counseling personnel, medical triage and other student necessities.</li> <li>○ Coordinate campus-wide mass vaccination clinics</li> <li>○ Coordinate with University Relations and Communications to inform the campus community</li> </ul>

<b>Member Position Responsibilities</b>	<b>Duties Checklist</b>
<p><b>Associate Vice Chancellor of Facilities Planning and Management</b></p> <p>Provide staff and resources to assess and repair property damage and mobilize resources as needed.</p>	<p>of health related issues.</p> <ul style="list-style-type: none"> <li>○ Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Advise/assist VC Finance and Administrative Affairs to carry out his/her responsibilities and duties.</li> <li>○ Oversee emergency planning efforts on campus and coordinate exercises of the Emergency Operations Plan</li> <li>○ Coordinate with Directors of Facility Services, Parking and Transportation, Campus Planning and Safety and Assurances to facilitate campus response to emergencies</li> <li>○ Poll other Crisis Management Team members for resource (supplies) needs.</li> <li>○ Poll other CMT members for facility repair needs, moving and custodial services.</li> <li>○ Maintain/restore critical utility services.</li> </ul>
<p><b>Chief of University Police</b></p> <p>The Chief of University Police oversees the first responders and Emergency Response Leader. S/he is designated to be in immediate charge of all emergency response and is thus empowered to direct the response of University personnel and coordinate with all outside local, state or federal emergency response and law enforcement agencies responding to campus emergencies.</p>	<ul style="list-style-type: none"> <li>○ Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief person with instructions to maintain it.</li> <li>○ Provide security for protection of the Emergency Communication Center and its staff.</li> <li>○ Determine the need to evacuate affected or threatened areas. Make certain that this action is coordinated with appropriate personnel and agencies. With regard to evacuation operations: <ul style="list-style-type: none"> <li>○ If UWM resources appear to be insufficient to support shelter operations, seek Crisis Management Team advice whether to request assistance of American Red Cross or County or State Emergency Government.</li> <li>○ Coordinate with Building and Department Chairs to ensure that persons with special needs are made aware of the evacuation order, assembly points, and transportation modes.</li> </ul> </li> <li>○ Have staff conduct a situation analysis to determine the nature, scope, and severity of the incident(s) and issue decisions regarding requests for mutual aid, evacuation taking into consideration the following: <ul style="list-style-type: none"> <li>○ Nature of the emergency(s) and multiple incidents</li> <li>○ Areas of the campus affected or threatened</li> <li>○ Containment potential</li> <li>○ Number of fatalities and injuries and damage assessment to UWM facilities</li> <li>○ Determine the need to issue public warnings.</li> </ul> </li> <li>○ Poll law enforcement/security field units to</li> </ul>

<p><b>Chief of University Police cont...</b></p>	<p>determine:</p> <ul style="list-style-type: none"> <li>o Location and response capability of law enforcement resources.</li> <li>o Number and location of uncommitted units.</li> <li>o If curfew is to be imposed, review circumstances and legal power with the Director of Legal Affairs, prepare instructions and curfew order, submit to Crisis Management Team for approval, and issue instructions to all law enforcement personnel, campus-wide. Coordinate release of curfew order with Vice Chancellor for University Relations and Communications and the Director of Legal Affairs.</li> <li>o Determine security needs for mass care facilities; maintain order, crowd control, public warning measures.</li> <li>o Arrange for emergency medical care for students, faculty and staff with the local Fire Department.</li> <li>o Assign staff to assist the civil emergency response forces in urban search and rescue operations as requested; poll field forces to determine if they are in threatened areas.</li> <li>o Provide security and anti-looting patrols for inundation/evacuation areas.</li> <li>o Assign assembly points for people evacuating by their own vehicles or using emergency bus service.</li> <li>o In the event of a hazardous chemical/biological/radiological incident, coordinate the establishment of perimeter/access/traffic control.</li> <li>o Coordinate evacuation notification of impacted residents with city/county/state/federal law enforcement using their field resources and public address systems.</li> <li>o If evacuations are ordered: <ul style="list-style-type: none"> <li>o Coordinate with outside law enforcement personnel for traffic control and security for the evacuated area and shelters,</li> <li>o Develop security plans for re-entry after the event.</li> <li>o Assign personnel to patrol vacated areas and provide perimeter and traffic control as necessary.</li> <li>o Coordinate with University Relations and Communications to provide information on evacuation routes/shelter sites to the public through the media. Notification should include the following information: <ul style="list-style-type: none"> <li>▪ Why the public must evacuate;</li> <li>▪ Whether the evacuation is mandatory or voluntary;</li> <li>▪ Evacuation routes, including road conditions;</li> <li>▪ What to do if a vehicle breaks down;</li> <li>▪ Location of shelter sites.</li> </ul> </li> </ul> </li> </ul>
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## APPENDIX C

### NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Outside agencies, including the Milwaukee Police and Fire Departments, will use the NIMS system and terminology when responding. The major functions for emergency response are included below.

**Incident Commander and Command Staff:** the Command Staff includes the Public Information, Liaison and Safety Officers and the Scribe.

**Incident Commander:**

The first person on the scene  
Handed off to the person with the greatest expertise

**Public Information Officer:**

One person shares information with campus, media, outside agencies  
University Relations and Communications staff will determine the incident spokesperson

**Liaison Officer:**

Coordinates technical information with other responding agencies.

**Safety Officer:**

Ensures safety of all responders  
University Safety and Assurances staff

**Scribe:**

Knowledgeable person who documents the incident response  
Purpose is to create records for de-briefing and to seek reimbursement.

**General Staff: Includes Operations, Planning, Logistics,**

**Operations Section:** is the response in the field and typically includes UWM Police, Milwaukee Fire and Hazmat Departments, County EMS and Ambulance. Other groups in Operations are Facility Services, Student Union and Residence Life maintenance and security, USA, UITs, Norris Health Center, Human Resources, Milwaukee Police Department and others as needed. The Operations section is made up of Branches and Staging.

**Staging:** Location established where resources are placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

**Branches** (UWM responding departments) include Groups (Functional units such as Utilities, Public Safety, Health) and Divisions (Geographic units such as Campus Quadrants and Off-Campus Sites)

**Divisions** are made up of various sub-units depending upon the response needed. A strike team is a homogeneous resource (ex. UWM Police responding for crowd control), a Task Force is a mixed resource (Police, Fire Department, USA, and Chemistry Department responding to a chemical spill), and a single resource (Heat Plant staff repairing a pressure gauge) are all sub-units of Divisions.



**Planning Section:** Decision-makers plan for the next hour, day, week, etc. The Chancellor and the Executive Cabinet lead this section if the incident is major.

Who participates depends on the size and type of incident.

Potential participants are the Chancellor, Executive Cabinet, Campus Emergency Response Coordinator, UWM Police Chief, Directors of USA, HR, Legal Affairs, Norris, Deans, and other Directors as needed.

**Planning sub-units** include Resources, Situation, Demobilization, and Documentation Units.

**Resource Unit:** determines on-going and additional resources needed

**Situation Unit:** assess changes in the incident over time

**Demobilization Unit:** removes staging and equipment used in the incident response

**Documentation Unit:** prepares a written plan for complex incidents.

**Logistics Section:** provides resources and includes a Service Branch and a Support Branch.

**Service Branch** is made up of a Communication Unit, Medical Unit, and Food Unit.

**Support Branch** is composed of the following Units, Supply, Facilities, and Transportation

**Finance/Administration Section:** tracks and pays for labor, supplies, and reimbursement.

The four Units included in this section are Payroll, Compensation Claims, Procurement, and Cost.

(This title is a federal term; not intended to exactly mirror the campus division with the same name.)

## Appendix D

### Emergency Operations Center (EOC)

The EOC serves as the centralized facility in which team members will gather, check in, receive assignments from the Section Chief and assume their emergency response roles. Tactical and short-term response activities and work assignments in support of the on-scene field command will be planned, coordinated, and delegated from the EOC. EOC personnel should report directly to the EOC upon notification.

The EOC team is composed of a broad cross section of campus personnel, selected for their expertise and the needs of the EOC. The Incident Commander determines the appropriate level of activation and calls out the designated EOC Team members. The EOC is lead by an EOC Support Commander. This person communicates with the Incident Commander (IC) and receives assignments from the IC. S/he then informs the Section Chiefs of the assignments for their teams. EOC Section Chiefs then assigns Section team members tasks needed to accomplish their assigned objectives.

The EOC's scope and function is determined by the incident, its impact on the campus or region and the needs due to the emergency situation. The primary goal of an initial response is to save lives and this is followed by controlling the crisis to protect property and provide resources to the campus. Once the crisis is controlled, the priorities shift into re-entry and recovery operations. As response moves into the recovery phase of an incident, the EOC demobilizes and Continuity of Operations Plans (COOP) are activated as needed to return the campus to post crisis status.

The EOC is lead by an EOC Support Commander. Other members of the EOC are divided into 5 specific sections. Each section is charged with distinct functions during an emergency as follows:

#### Operations Section

Represents the campus emergency services units—the actual on-scene emergency responders --responsible for the implementation of field operations and management of staffs assigned to response roles.

The EOC Operations Section is responsible for providing strategic operational response as requested by the Incident Commander. This Section provides operations related objectives, priorities, and information to the Planning Section for dissemination to other EOC Sections and for inclusion in EOC Action Plans and also works closely with the Logistics Section.

- Directs and coordinates all response/tactical actions to achieve the incident objectives
- Typically one of the first organizations assigned to the incident
- Expands from the bottom up
- Has the most incident resources
- May have staging areas and special organizations
- Takes direction from the Incident Commander

## Planning Section

### **Responsibilities:**

The Planning Section is responsible for collecting, evaluating, and disseminating key emergency / disaster information to the Emergency Operations Center and Crisis Management teams. The Planning Section collects and analyzes damage assessment and response data, conducts planning meetings, maintains EOC documentation, and coordinates the development and distribution of EOC Action Plans, drafts long-range planning objectives and plans for demobilization at the end of the incident.

- Help decide what happens in the next hour, day, week
- Collect, evaluate and display incident intelligence and information (this is done through the Information and Communications Subgroup which reports to the Planning Section)
- Determine what we need and who can help
- Assist the Crisis Management Team by identifying needed decisions
- Prepare and document Incident Action Plans
- Track resources assigned
- Maintain incident documentation – chronology of events
- Develop plans for demobilization
- Provide resources such as maps and floor plans

## Information and Communications

**Information and Communications reports to the Public Information Officer and is found with the Crisis Management Team.**

### **Responsibilities:**

Provide status for campus communications/computing services for disaster response.

Maintain, operate, and deploy emergency communications upon receiving direction from the Public Information Officer (PIO). Release of information must have the Incident Commander and PIO approval. Provide technical support for Communications and Crisis Communications.

- Verify factual information regarding the crisis
- Draft accurate communications
- Work with Logistics to find locations for Press Conferences
- post updates on the website
- provide voice recordings for x4444
- draft messages and talking points for PIO and Chancellor to use as press releases and during press conferences

## Logistics

### **Responsibilities:**

The Logistics Section is responsible for providing facilities, services, personnel, equipment, supplies, and materials to meet the logistical needs of both field and EOC operations.

Coordinates information/services to employees, assists in providing personnel resources, coordinates all requests for transportation or movement of personnel, evacuees and equipment, coordinates issues related to on-campus housing and dining.

- Order, obtain, maintain and account for essential personnel, equipment, facilities and supplies.
- Provide communication planning and resources.
- Set up food service for responders.
- Provide support transportation (e.g., buses for evacuation)
- Provide medical services for responders (not injured students)
- Obtain and stage delivery of incoming resources.
- Setup and maintain incident facilities.
- Contract for goods and services needed at the incident.
- Report recovery resource needs to the Operations Group.

## Finance and Administration

### Responsibilities:

Provide overall management of financial accounting and cost analysis for the emergency response, including keeping the EOC Manager advised of the total cost-to-date of the emergency response, estimated losses and financial impacts of the emergency to University businesses, programs and facilities. Also, begin the tracking and documentation process for crisis response reimbursement and insurance claims. Either standard or special disaster accounting systems may be used to track personnel, equipment and vendor services costs.

The Finance Section manages EOC time reporting and assists other departments with time reporting and expenditures record keeping.

Responsible for purchasing, cost accountability and risk assessment. Document expenditures, purchase authorizations, damage to property, equipment usage and vendor contracting.

- Document expenditures (needed to file claims later)
- Work with Logistics and the Operations Group to ensure that resources are procured.
- Collect copies of notes, tapes, photographs, videos and other records of damage from departments and field responders.
- Ensure employees are paid
- Find funding for emergency equipment and supplies
- Work with campus groups to establish compensation for injury and property damage
- Document crisis as needed for reimbursement.