

**University of Wisconsin – Milwaukee
Klotsche Center and Pavilion
University Recreation
Emergency Action Plan**

Introduction:

1. Purpose

The purpose of the Emergency Action Plan (EAP), for the Department of University Recreation (UREC), is to provide an organizational structure and proper procedures for the UREC Staff, University Police and Emergency Medical Personnel to follow in the event of an emergency. The plan has been prepared to address emergencies that might occur at the Klotsche Center, Pavilion (KCP) and Engelmann Gym.

2. Scope

The plan is activated during an emergency at the KCP and Engelmann Gym. This plan was created to reflect the emergencies that could affect the KCP and Engelmann Gym. It will apply to all emergencies that occur in these facilities unless the university's Emergency Operations Plan supersedes it. This plan is designed to maximize human safety and preservation of property, minimize danger, restore normal operations of the KCP and Engelmann Gym, and assure responsive communication to all appropriate parties.

3. Training

All UREC Employees will be familiar with the organizational structure and the proper procedures of the EAP for the KCP and Engelmann Gym. UREC Building Managers and Supervisors will maintain current CPR, AED and First Aid Certifications. Blood borne pathogens or the prevention of disease transmission training is provided at the employment hiring orientation.

Emergency Phone Numbers

Police Emergency (campus phone)	9-911
Police Emergency (Cellular phone)	414-229-9911

Non-Emergency Phone Numbers

Police Non-Emergency	229-4627
Facility Services Daytime (7:45 am to 4:30 pm)	229-4742
Facility Services After hour (4:30 pm to 7:45 am)	229-4652
Safety and Assurance Office	229-6339

Staff Phone List

Director:	Steven Mohar	229-5087
Associate Director:	Heath Powell	229-5209
Assistant Director:	Valentyn Potapenko	229-3063
Assistant Director:	Jamie Grenoble	229-3808
Competitive Sports Coordinator:	Teesha Monroe	229-3384
Competitive Sports Coordinator:	Cory Greenspan	229-6955

Outdoor Pursuits Program Director:	AJ Heil	229-7261
Fitness Program Director:	Sara Luelloff	229-5072
Information Center Manager:	Kara Horst	229-6564
Building and Grounds Supervisor:	John Volz	229-6747
Facility Maintenance Specialist:	Mike Zubic	229-3386
Events and Operations Coordinator:	Duke Volpe	229-3777
Business Manager:	TBD	229-5307

4. Emergency Levels

The proper response and emergency level chosen is up to the discretion of the supervisor on duty at the KCP and Engelmann Gym during the time the incident occurs.

After an emergency, where a patron needs any first aid or medical attention, an accidental injury report must be filled out by a UREC employee. After this has been completely filled out put the form in the Associate Director's mailbox.

Under no circumstances should anyone speak to the press, or any other individuals that were not directly involved with the emergency, about the specifics of any emergency that occurs in the KCP and Engelmann Gym. Refer all media to the Director of University Recreation and University Relations.

If at any time a patron goes unconscious emergency personnel must be contacted immediately, even if they regain consciousness.

Emergency Response Codes for University Recreation Staff

Code Black: Severe Medical Emergency (Cardiac Arrest, Unconscious victim at any time for any duration, severely broken bones, etc...) OP Example

- Building Manager or Lead Worker or First Responder(s) or any staff that hear the CODE on the radio make an emergency call to the UWM Police at 9-911 and activates the Emergency Action Plan.
 - **Using plain talk, give information that you know, if you don't know what exactly is the issue then let the police know that they are needed for a severe medical emergency in the Klotsche Center and Pavilion.**
 - **All staff that have a radio will keep the radio with them throughout the emergency**
 - Building Manager Immediately responds to area that was given over the radio
 - Lead Worker will communicate with Building Manager and take directions from them
 - All other responders respond with First Aid kit and grab an AED from a case while on the way
 - One LG will assist in other areas of the facility if the emergency is not in the pool
 - UREC Staff not immediately assisting with the emergency will assist by controlling area and crowd when they arrive.
 - Building Manager will stay with the victim until they leave the facility.
- First responder that is trained in CPR/AED/First Aid: (which could be person issuing the CODE)
 - Checks the scene for safety
 - Approaches the individual
 - Does a primary survey or checks for signs of life
 - Confirms code with arriving staff
 - Gives care by concentrating on conditions that are most life threatening first.
 - CPR/AED and Cardiac Chain of Survival
 - First Aid
 - Sudden Illness, etc...
 - Pool: (If Emergency is in the pool LG #2 will make sure the radio call is acknowledged)

- LG making the rescue if in the pool will be the primary rescuer or first responder.
 - LG #2 will assist LG #1 as the secondary rescuer.
 - LG #2 may need to call the UWM Police at 9-911 too
 - Building Manager will stay and assist until the victim is gone from the facility or fully able to move themselves.
- Information Center:
 - Entrance activity will be limited until the following is completed:
 - Contacts UWM Police at 9-911 to confirm that a call got through and who was called
 - Maintains radio contact and communications.
 - Be on lookout for police to arrive and direct them to area, if LW is not there.
- Equipment Room closes down by shutting the gate
 - Staff move to Information Center and assist as needed
 - If emergency is on 2nd or 3rd floor, hold elevator for emergency personnel and direct them to appropriate area.
 - If emergency is on 1st floor, proceed to area and assist with crowd control or other duties as assigned by Building Manager or first responder.
- Professional Staff should respond and assist as needed and available
- Building Manager will complete Accident Reports and communicate incident to the Director, Associate Director, and Program Area Coordinator and down the line.
- Building Manager should attend to all incoming calls and if anyone has questions about the incident they should be directed to contact the University Recreation Director.

Code Blue: Minor Medical (Can be about anything, the police may or may not be needed) Fitness Center Treadmill Example

- Building Manager or Lead Worker or First Responder(s) or any staff that here the CODE on the radio activates the Emergency Action Plan.
 - **All staff that have a radio will keep the radio with them throughout the emergency**
 - Building Manager Immediately responds to area that was given over the radio
 - Lead Worker will communicate with Building Manager and take directions from them
 - All other responders keep an ear on the radio, it may turn into CODE Black.
 - UREC Staff not immediately assisting with the emergency will assist by controlling area and crowd when they arrive.
 - Building Manager will stay with the victim until they leave the facility.
- First responder that are trained in CPR/AED/First Aid: (which could be person issuing the CODE)
 - Checks the scene for safety
 - Approaches the individual
 - Does a primary survey or checks for signs of life
 - Confirms code with arriving staff
 - Call UWM Police at 9-911 if in doubt about how to handle the situation
 - Gives care by concentrating on conditions that are most life threatening first.
 - First Aid
 - Sudden Illness, etc...
- Pool: (If Emergency is in the pool LG #2 will make sure the radio call is acknowledged)
 - LG making the rescue if in the pool will be the primary rescuer or first responder
 - LG #2 will assist LG #1 as the secondary rescuer.
 - LG #2 may need to call the UWM Police at 9-911 too
 - Building Manager will stay until the victim leaves the facility or is able to move on their own.
- Information Center:
 - Continues normal duties
 - Contacts UWM Police at 9-911 if asked to do so by radio from the BM or LW.
 - Maintains radio contact and communications.
- Equipment Room:

- BM or LW or other staff may request to get the crutches ready or get a bag of ICE ready for incident.
- Professional Staff should respond and assist as needed.
- Building Manager will complete Accident Reports and communicate incident to Associate Director.
- Building Manager should attend to all incoming calls and if anyone has questions about the incident they should be directed to contact the University Recreation Associate Director.

Code Red: Fire (real or drill)

- First Responder activates fire alarm, calls code, identifies extent of situation, where the fire is located and initiates evacuation of area.
- Lifeguards clear pool and direct all patrons and personnel to east emergency exits in Competitive Pool are instructed to meet in Sabin lobby.
- Lifeguards clear the RSF Locker Rooms and lock the pool locker room doors.
- Lifeguards should be the last one to leave the aquatic facility
 - DO NOT allow people to return to locker rooms, or to collect anything. If weather is nice patrons should proceed to farthest area of sidewalk east of Klotsche Center and Pavilion.
 - If weather is poor patrons should proceed to Sabin Hall.
- UREC Operations Staff evacuates patrons from the Klotsche Center and Pavilion locker rooms and stays in radio contact with all personnel.. They are the last one out of the building.
- Intramural Supervisor should evacuate patrons to nearest exit. DO NOT allow patrons to collect personal items.
- Building Manager calls 9911 and gives all information available then proceeds with assisting evacuation of the Klotsche Center and Pavilion
- Equipment Room evacuates patrons
 - Group Exercise room 104, 110, 111, 120 & 120A
 - Classrooms 122 & 124
 - Racquetball Courts
 - Patrons on 1st Floor go to out nearest emergency exit.
- UREC Operations Staff evacuates patrons on 2nd and 3rd floor to nearest emergency exits. DO NOT allow patrons to collect personal items.
- Group Fitness Instructors evacuate patrons through nearest emergency exit. DO NOT allow patrons to collect personal items.
- Professional Staff should respond to the Information Center and assist with evacuation of patrons where needed.
- **NO ONE** re-enters until the Milwaukee Fire Department gives the all clear.

Code Brown: Intruder, Active Shooter

- An intruder is an individual who has entered the building without authorization and could cause harm to individuals.
- An active shooter is an individual actively engaged in killing or attempting to kill people in a populated area, typically through the use of firearms.
- All personnel should REMAIN CALM as patrons will follow their lead.
- Direct patrons in immediate vicinity to an area out of the shooter's view preferably in a windowless area that can be locked or secured.
- Silence all cell phones pagers, and radios.
- If you can safely contact UWM Police at 9911 tell them
 - Location of shooter/intruder
 - Number of shooters/intruders
 - Physical description of shooters/intruders
 - Number and type of weapons held by shooters/intruders
 - Number of potential victims at the location.
- Do not leave safe area until the all clear has been given by UWM Police.

Dealing with Confrontation

- Be knowledgeable. Know the policies and procedures and where to go for more information.
- When talking with an upset person, stand a little to one side of the person if there is not a counter between you. Do not stand face to face or corner them.
- Do not touch the person, give them their space.
- Listen. This is VERY important. Do not interrupt the person unless they are being abusive. Let them tell the whole story and then inform them of the policy or what is going to happen. Letting them express their frustration can help even if they do not get the answer they want. It feels good to be heard.
- Keep a calm, soft voice. If you feel yourself getting upset take a deep breath, think, and then speak.
- State only the facts. Do not argue. This may mean that you will have to repeat yourself many times.
- Do not use fighting words. Do not give the person anything to fight against.
- Use phrases like...
 - "I understand what you are saying."
 - "Our policies state..."
 - "I will be willing to listen when you are speaking calmly."
- Give them information they can't argue with.
 - My job is to enforce policy and the UREC policy states..."
 - "If you would like you may speak with a Building Manager or I can give you information so that you can talk with my supervisor."
- If the person keeps walking off, won't listen to you, or will not end the behavior, inform them of the policy they are breaking and the procedure that you are required to follow. This may ultimately mean calling campus police to have the person removed.
- Call a Building Manager for any situation that you are unable to quickly resolve.
- Building Managers have the authority to suspend disorderly patrons for the day.
- Fill out an Incident Report on anyone that you have an issue or problem with. Report everything. Even things you are able to resolve. Documentation is a valuable resource.

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 the Student Affairs Division. Faculty and staff can obtain confidential assistance through the Symmetry, Employee Assistance Program at (800) 236-7905 or on-line at https://www4.uwm.edu/hr/dev/faculty_and_staff/eap.cfm