


Emergency Procedures Guide

UNIVERSITY of
WISCONSIN

OSHKOSH

uwosh.edu/emergency

Revised July 2012



Emergency Procedures Guide

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

This document does not cover every emergency that might arise. If you are unsure of what to do in your building, please contact University Police at (920) 424-1212.

UW Oshkosh uses the TitanAlert system to reach the campus community with emergency information. TitanAlert messages may be sent or posted through multiple channels, including text messages, email, electronic signage on campus and the University website, **uwosh.edu**.

Additional copies are available from the University Police (424-1216), the Administrative Services/Risk Management Department (424-3030) or Integrated Marketing and Communications (424-2442).

Reporting Emergencies

When to call 911:

Call 911 in all emergencies.
Note: Dial 9-911 from a University phone.

What is an emergency?

An emergency is any immediate threat to life and/or property that requires immediate response from police, fire or Emergency Medical Services. Some examples of emergencies are crimes in progress, any kind of fire or a serious injury or illness. If you are not sure if an incident falls into an emergency classification, feel free to call 911, when an immediate response is needed. University Police can be reached at 424-1212; dial 1212 from a University phone.

How should I report an emergency?

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

Non-Emergency Telephone Numbers

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

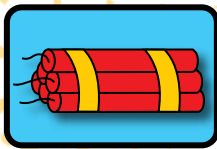
University Police non-emergency..... (920) 424-1216
Administrative Services/Risk Management... (920) 424-3030
Facilities..... (920) 424-3466



Bomb Threats

Follow these instructions in the event that you receive a telephone bomb threat:

- **Listen to the caller carefully and write down what you are told.** Always remember to ask the caller when and where the device is supposed to activate. Try to fill out as much of the information on the form below, but don't be surprised if the caller simply hangs up before you can react. This is typical.
- **Do not panic.** The vast majority of phoned-in bomb threats are pranks.
- **Call University Police immediately at 424-1212** and report what the caller said. Stay on the telephone with the University Police dispatcher. You may receive instructions from the dispatcher or an officer over the phone, depending on the circumstances. An officer will always be dispatched immediately to meet with you.
- **Do not activate a fire alarm** unless told to do so by an officer or the dispatcher. The University Police Department follows specific procedures regarding bomb threat response and evacuations. Building evacuations will be conducted only if ordered by the person in charge of the incident.
- **If you are told to evacuate,** close your room door but do not lock it. Take lunches, purses, backpacks and personal packages (as they could be mistaken for concealed explosives) and exit the building. Move well away from the building (500 feet is recommended) for your safety. Stay away from windows.



Remember — stay calm and do not hang up.

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

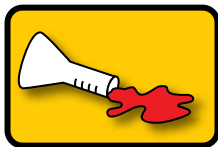
Bomb Threat

Chemical or Hazardous Waste Spill

- Keep people away from the spill.
- If you know what the substance is, consult the Material Safety Data Sheet (MSDS) for hazards and clean-up instructions. If the release is small enough and can be cleaned up easily and isolated safely, handle it as a "Simple Spill" and clean it up as part of your normal job duties.
- If the MSDS is not available or the substance is unknown and the severity of the hazard cannot be determined, please contact:
 1. Your immediate supervisor
If the supervisor cannot identify the substance or cannot be reached, then call:
 2. Campus Environmental Health and Safety (EHS), (920) 424-3426
 3. University Police Department, (920) 424-1212
- If you determine that an imminent hazard (i.e. serious fire or major injury) exists, immediately contact University Police at (920) 424-1212 and evacuate the area. Next, contact your supervisor and the EHS officer.

Do not call 911 unless an immediate medical emergency exists.

Note: Whenever handling chemicals or hazardous waste, employees have the right and are required to have the appropriate MSDS available for immediate consultation. Also, it always is a good practice to consult the MSDS prior to handling any chemical or hazardous waste.



Disturbance

If you are a victim or a witness of a verbally abusive individual or disruptive event:

- Call personally or have someone else call University Police (424-1212).
- Identify your name, location and need for assistance. Stay on the phone with the dispatcher and follow any directions given.
- Stay calm and be supportive to others who may be experiencing verbal abuse.
- If you can, remove yourself or the targeted staff member to his/her office and lock the door.
- Attempt to diffuse the situation. Acknowledge anger, but calmly ask the abusive person to leave.
- If the person still will not leave, advise them that the police have been called and that they must leave immediately.
- Identify your name, location and need for assistance. Stay on the phone with the dispatcher.
- **Never endanger yourself needlessly or continue to argue with an abusive person.**



Fire

If you see fire or smoke in your immediate area:

- Use the RACE acronym as a guide:

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

A = Activate the fire alarm. Pull the nearest fire alarm station. Call the University Police at 424-1212 to report the location of the fire/smoke and any other pertinent information. If the call can not be made safely from the building, call as soon as you find a safe place.

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

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

If you hear a fire alarm:

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



Medical Emergency

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



Severe Weather

Watches

When conditions are right, a severe weather watch may be issued. Continue with normal activities, but monitor the situation.

Warnings

When severe weather is imminent, a warning will sound. If severe weather approaches, be prepared to move to shelter.

- Remain indoors and away from all windows until the severe storm passes. If large hail begins to fall and you are outside, seek shelter immediately.
- Report any injuries or damage by calling University Police (424-1212).
- Be prepared to give the following information:
 - Your name.
 - Building name.
 - Type of injury or damage.
 - Location of injured person(s) or building damage.
 - Room number you are calling from.

Tornado Watch or Warning

Tornado Watch

The National Weather Service issues a tornado watch when conditions are favorable for the formation of a tornado. A watch does not mean that a tornado has been sighted. However, you should remain aware of current or changing local weather conditions.



When a tornado watch is issued:

- University Police send an email tornado watch notice on the University-wide employee email list.
- University Police call selected administrative offices that are responsible for passing information on to others in their area.
- Advise staff, students and visitors of the tornado watch.
- Monitor weather conditions locally by observation or via a local radio station.

Tornado Warning

A tornado warning is issued when a tornado has been spotted and people in its path are in danger. There will be no email or phone notice of a tornado warning from University Police. Tornado Warnings are announced by the National Weather Service via radio and by local authorities via emergency service radios and Civil Defense warning sirens. These are the only notices of a warning you will receive.

When a tornado warning is issued:

- The emergency warning sirens will sound.
- Do not pull the fire alarm for tornado warnings.
- Do not evacuate occupants of buildings.
- Everyone should move from offices and classrooms to an interior hallway. If time permits, attempt to move to the lowest-possible level of the building.
- Take mobile phones, bottled water or soda with you, if available. Do not stop at vending machines to purchase these items while taking shelter.
- Sit on the floor with your back to the interior wall.
- Cover your head with your arms.
- Stay as far away as possible from furniture, windows and exterior doors and exits.
- Remain in the building unless told to evacuate by police or fire personnel.



Active Shooter

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

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

When an active shooter is ***OUTSIDE*** your building or room:

- Proceed to a room that can be locked. On your way to the room, tell as many people as possible to do the same.
- Lock all doors and windows and turn off the lights.
- Have **one person** in the room **call 911 or 424-1212** and be prepared to advise the dispatcher of:
 - Your location.
 - Your name.
 - The number of people in the room with you.
 - Any and all information about the shooter and the shooter's actions and location.
- Remain in the room until advised by law enforcement personnel to exit the building. Do not respond to unidentified or unrecognized voice commands or fire alarms.
- Officers will enter your building and check each room. If you have not been contacted within one hour, **call 911 or 424-1212** for further instructions.

When an active shooter is ***INSIDE*** your building:

- Determine if the room you are in or near can be locked or otherwise secured. If so, follow the procedures as indicated above.
- If the room can not be locked or secured, locate the nearest exit and determine whether or not you can exit the building safely.
- If you can safely leave the building, do so by following the instructions listed below under "How to exit a building safely."

When an active shooter enters your office or classroom:

- Try to remain calm and **call 911 or 424-1212**, if possible. If you are unable to speak, leave the phone line open so that the dispatcher can hear what is taking place.
- If you cannot escape or hide, you may:
 - Try to negotiate with the shooter.
 - Pretend to be unconscious.
 - Attempt to overpower the shooter with force, as a last result.

How to exit a building safely:

- Have a route planned before attempting to leave.
- Do not attempt to carry anything with you while fleeing.
- Move quickly and keep your hands visible with palms upraised, as you exit the building.
- Do not attempt to treat or remove injured people, but note their locations so that you may provide the information to emergency responders.
- Proceed to a safe location, but do not leave campus unless directed to do so. Keep in mind that the entire area is still a crime scene, and officers will need to obtain information from you before you leave.
- Remain at the designated assembly area until you are released.
- **Always** comply with commands from law enforcement officers.

What to expect from responding officers:

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

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



Suspicious Letter or Package

How to identify a suspicious letter or package:

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

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



If a suspicious package is received, notify the University Police immediately at 424-1212.



UNITED STATES
POSTAL SERVICE



SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:



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

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

For a Bomb:

Evacuate Immediately
Call Police
Contact Postal Inspectors
Call Local Fire Department/
HAZMAT Unit

For Radiological:

Limit Exposure – Don't Handle
Evacuate Area
Shield Yourself From Object
Call Police
Contact Postal Inspectors
Call Local Fire Department/
HAZMAT Unit

For Biological or Chemical:

Isolate – Don't Handle
Evacuate Immediate Area
Wash Your Hands With Soap
and Warm Water
Call Police
Contact Postal Inspectors
Call Local Fire Department/
HAZMAT Unit



Mental Health Emergency

In the event of overtly threatening behavior constituting an immediate threat to self or others, notify University Police at **(920) 424-1212**.

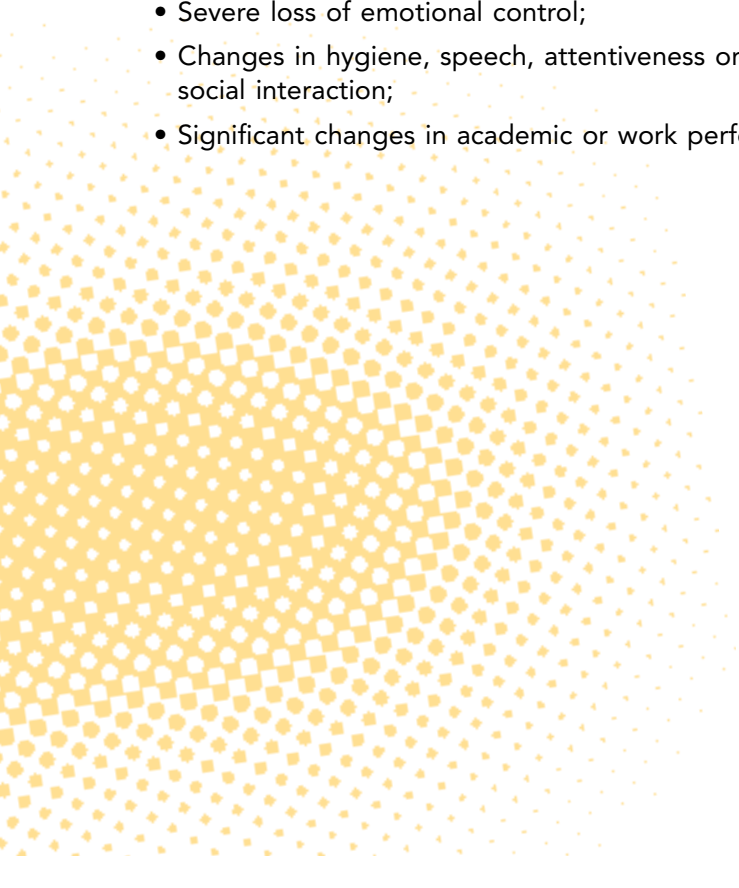
In non-emergency situations, refer students to the University Counseling Center at (920) 424-2061; refer faculty and staff to the Employee Assistance Program at (920) 424-2061.

Don't worry alone. If you are concerned about a student and are unsure what to do, consult with the Dean of Students Office at **(920) 424-3100** or the Counseling Center at **(920) 424-2061**.

Express your concerns directly to the individual.

Make referral in the presence of the individual and offer to accompany them.

Watch for changes in behavior:

- Verbal expression of suicidal or violent thoughts;
 - Excessively morbid, violent or depressing themes in written assignments;
 - Impaired speech or garbled/disjointed thoughts;
 - High levels of irritability;
 - Excessive drinking or drug use;
 - Severe loss of emotional control;
 - Changes in hygiene, speech, attentiveness or social interaction;
 - Significant changes in academic or work performance.
- 

Additional Preparedness Resources

Wisconsin Emergency Management

2400 Wright St.
P.O. Box 7865
Madison, WI 53707-7865
Phone: (608) 242-3232
Fax: (608) 242-3247
emergencymanagement.wi.gov/

American Red Cross Oshkosh Chapter

515 S. Washburn St., Suite 201
Oshkosh, WI 54904
Phone: (920) 231-3590
newredcross.org

National Oceanic & Atmospheric Administration (NOAA)

1401 Constitution Ave., NW
Room 5128
Washington, D.C. 20230
Phone: (202) 482-6090
Fax: (202) 482-3154
noaa.gov/

Federal Emergency Management Agency (FEMA)

500 C St., SW
Washington, D.C. 20472
Phone: (800) 621-FEMA (3362)
fema.gov/

U.S. Department of Homeland Security

Washington, D.C. 20528
Phone: (202) 282-8000
Comment line: (202) 282-8495
dhs.gov/

Quick Reference Guide Common Emergency Response

EMERGENCY PHONE NUMBERS

Police -----911
Or
University Police 424-1212

FIRE -----911

Poison Control:
1-800-222-1222

GENERAL PRINCIPLES

**PROTECT
YOURSELF**

When Calling 911

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

CRIMINAL ACTS

**CALL
911**

Call UW Oshkosh Police
**Non-Emergency
Line: 424-2012**

MEDICAL EMERGENCY

Medical
Emergency

If trained,
Begin First Aid

CALL 911

Have another person
meet Police & Rescue at designated
area to bring personnel to victim

FIRE ALARM OR ACTUAL FIRE

Fire in
Building



Evacuate
Area & Pull
Fire Alarm

Use
Nearest Exit
--or--
Alternate
Safe Route

Do **NOT** use
Elevators

Call 911

Call from assembly point
or neighboring building.



Individuals needing
assistance during
an evacuation are
encouraged to develop
personal action plans and
contacts in the building.

Stay 500 feet away
from building

Do **NOT** return to
building until
"All Clear" is given

Fire Alarm

Strobes

Evacuate
Area

NATURAL DISASTER / INCLEMENT WEATHER

**Natural Disaster
--OR--
Inclement
Weather**

(Examples:
Tornado
Thunderstorm,
Blizzard)

Warning:

Severe weather has
actually been sighted in
the area

Watch:

Conditions are favorable
for the development of
severe weather

**Seek
Appropriate
Shelter**

Tornado Shelter Area
--OR--
Interior Hallway

Stay away from
windows

Avoid large rooms

Do **NOT** use
Elevators

Monitor News and
Weather Broadcasts