

# EMERGENCY RESPONSE PLAN



# MILWAUKEE SCHOOL OF ENGINEERING EMERGENCY RESPONSE PLAN

## Table of Contents

	<u>Page</u>
I. INTRODUCTION	5
A. Purpose	5
B. Scope	5
C. Authority	6
D. Intent	6
E. Responsibility	6
II. CRITICAL INCIDENT/EMERGENCY RESPONSE	9
A. General Assumptions	9
B. Definition of Emergency	10
C. Management of Emergency Operations	10
1. National Incident Management System (NIMS)	10
2. Incident Command System (ICS)	11
3. Command Authority and Reporting Structure	11
4. Critical Incident Activation	11
III. EMERGENCY COMMUNICATION AND ACTION	13
A. Communication	13
B. Role of Employees	13
C. Role of Department Heads	13
1. Department-Specific Emergency Response Plan	13
2. Review Emergency Response Plans with Employees	14
3. Develop a Department Telephone Tree	15
4. Identify Essential Department Personnel	15
5. Identify Evacuation Coordinator(s)	15



IV.	EMERGENCY OR DISASTER SITUATIONS	17
	A. Armed/Active Shooter and Weapons	17
	B. Alcohol Poisoning or Overdose	20
	C. Biological or Chemical Accident/Hazardous Material	20
	D. Bomb Threat	21
	E. Civil Unrest/Demonstration	21
	F. Fire	21
	G. Hostage	22
	H. Medical Emergency	22
	I. Missing Student	23
	J. Physical Assault/Fight/Threat	23
	K. Sexual Assault	23
	L. Suicide or Threat of Suicide	23
	M. Suspicious Individual or Vehicle	24
	N. Suspicious Mail or Package	24
	O. Telephone Threat	25
	P. Tornado or Severe Thunderstorm	25
	Telephone Threat Checklist	26
V.	CAMPUS EMERGENCY RESPONSE PROCEDURES	27
	A. Evacuation Procedures	27
	B. Lockdown Procedures	27
	C. Shelter in Place Procedures	28
VI.	CRITICAL INCIDENT DUTIES AND RESPONSIBILITIES	29
	TIER 1	
	Incident Commander	29
	Assistant Incident Commander	29
	TIER 2	
	Logistics Chief	30
	Safety Chief	30
	Operations Chief	30
	Personnel Chief	30
	Information Chief	31



TIER 3	
Facilities Coordinator	31
Telecommunications Coordinator	31
Transportation Coordinator	31
Finance and Record Keeping Coordinator	32
Security / Safety Lead Coordinator	32
Action Plan Coordinator	32
Student Body Coordinator	32
Human Resources Coordinator	33
Registrar Coordinator	33
Internal Communications Coordinator	33
External Communications Coordinator	33
APPENDIX A – Evacuation Procedures/Responsibilities	34
I. Employee Evacuation Responsibilities	34
II. Evacuation Assembly Areas	34
III. Evacuating Persons with Disabilities	34
APPENDIX B – Media Procedures	35
APPENDIX C – Emergency Contact Information	36
APPENDIX C – Emergency Contact Information Cont.	37



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# EMERGENCY RESPONSE PLAN

## I. INTRODUCTION

### A. Purpose

The purpose of the Emergency Response Plan (“the plan”) is to establish policies, procedures and an organizational hierarchy for response to critical incidents. A critical incident is defined as an extraordinary event that places lives and property in danger and requires the commitment and coordination of numerous resources to bring about a successful resolution.

The plan describes the role and operation of the departments and personnel of Milwaukee School of Engineering (MSOE) during an emergency. The plan sets forth standard operating procedures using the National Incident Management System (NIMS) and the Incident Command System (ICS) adopted by MSOE for handling emergencies resulting from fires, flooding, storms, hazardous material incidents and other potential emergency situations.

The plan helps to enable emergency responders and staff to perform essential emergency planning and response functions that will save lives; establish responsibilities necessary to performing these functions; prevent, minimize and repair damage; and ensure continuity of operations so that essential services may continue to be provided to the university.

### B. Scope

This facility-level Emergency Response Plan guides the response of appropriate MSOE personnel and resources during a critical incident in and immediately adjacent to the university. It is the official Emergency Response Plan for the university. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any annexes and appendices hereto.

The MSOE Emergency Response Plan shall be subordinate to local, state or federal plans or actions during a disaster declaration by those authorities.

This plan may be activated in response to a regional or national crisis that affects the university. Any emergency that affects the students, faculty and/or staff community is considered a university emergency.

This plan is designed to enable faculty, staff and students to successfully cope with campus critical incidents and emergencies. The overall ability of university



personnel to respond to any incident will rely primarily upon preplanned procedures, incident action plans, business continuity plans, and individual university department Emergency Response Plans.

The Emergency Response Plan guides preparedness, response, recovery and mitigation actions and may be activated during any of the following incidents, which may include, but are not limited to:

- Aircraft incidents
- Bombs
- Chemical, biological, radiation, nuclear, explosive incidents
- Civil disorder/disturbances
- Cyber attacks
- Earthquakes
- Explosions
- Fires
- Floods
- Hostage situations
- Medical emergencies: mass casualties, pandemic threats
- Snow/Ice emergencies
- Structural collapse
- Tornados
- Utility emergencies
- Workplace violence

### **C. Authority**

This plan is promulgated under the authority of the president of MSOE and the executive leadership of the university. The executive leadership is comprised of the President, the VP of Academics, the VP of Finance, the VP of Operations, the VP of Development, the VP of Enrollment Management, the VP of Marketing and Community Engagement, and the VP of Student Affairs and Campus Inclusion.

### **D. Intent**

It is the intent of MSOE to respond to emergency situations in and around the university in a safe, coordinated and timely manner.

### **E. Responsibility**

The plan and the maintenance thereof are the responsibility of MSOE Public Safety. The plan is to be reviewed and revised on an annual basis or as necessary.

The plan is distributed and available to all university faculty, staff and students through hard copy, electronic communication and Intranet Web site, in



compliance with existing HEA, EPA and other regulatory agencies. Faculty, staff and students will be reminded of the existence of the plan every September, via e-mail and student orientation materials, as well as during faculty in-service and/or other faculty/staff training sessions.





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## II. CRITICAL INCIDENT/EMERGENCY RESPONSE

A campus emergency is defined as any act or event, real or potential, that presents conditions that impact the ability of the university to function or has the potential to immobilize the university; that could have significant potential for loss, damage or injury to either human or physical resources; that could present imminent danger to one or more persons. Such conditions or events require a quick response and rapid, informed decision-making by the university leadership.

### A. General Assumptions

The university's emergency plan can provide a realistic approach to the problems likely to be encountered on campus during a critical incident, crisis or disaster. Therefore, the following general assumptions can be made:

**1. An emergency may occur at any time**

A critical incident, crisis or disaster may occur at any time of the day or night, weekend or holiday, and with little or no warning.

**2. Most incidents are handled locally**

Almost all incidents are handled locally, but some incidents may require the support and resources of local, county, state, federal governments, and/or private institutions, non-governmental organizations and other entities.

**3. Incident plans must be flexible**

The succession of events in any incident is not fully predictable; therefore, this Emergency Response Plan, devised prior to an event, will serve primarily as a guide or checklist, and may require modifications in the field to mitigate injuries, damages and/or to recover from the incident.

**4. Outside resources or assistance may be delayed**

An emergency or a disaster may additionally affect residents within close proximity to the university. Therefore, city, county, state and federal emergency services or resources may not be immediately available. In such cases, the delivery of effective on-campus emergency services may typically be delayed.

**5. Media events must be properly addressed**

Any incident that is likely to result in media coverage should be promptly reported to the Public Safety Department 414.277.7169. Public Safety personnel shall then make further notifications as needed. The accurate assessment of received information and its accurate reporting to all will negate the spread of unfounded rumors, panic and the effects of misinformation.



## 6. Operational requirements must be sustainable

During any incident which is perceived to require operations for longer than 24 hours, at the discretion of the president of the university or his designees, impacted personnel shall be assigned to 12-hour shifts with cancellation of vacations, holidays or regular time off from work shift assignments, as appropriate.

## 7. Communications are likely to be disrupted or compromised

During an emergency or disaster, there is a likelihood of the disruption of communications due to damage to related infrastructure or by the burdens placed on communications due to high levels of usage. This is especially true of cellular telephones.

# B. Definition of Emergency

1. **Level 1 – Minor Event:** Any incident that does not seriously affect the overall functionality of the university, such as a minor power outage or plumbing problem. This type of event would involve the notification and alert of selected university officials, as dictated by the scope and type of incident.
2. **Level 2 – Serious Emergency:** Any incident or event that affects an entire building; a piece of key equipment; or any other significant incident that has the potential to impact the operation or reputation of the university. Examples might include a building fire or chemical spill confined to one building; a serious injury or death on campus; a violent criminal act that has or is occurring on campus.
3. **Level 3 – Crisis:** Any event or occurrence that has already, or has the potential, to seriously impair or halt the operation of the university. Examples might include a direct tornado hit, or a protracted loss of vital services (water, electricity, heat). In some cases personnel casualties and severe property damage may have been sustained. Outside emergency services will in all likelihood be involved in this type of event. A “crisis” on the campus will require the coordinated effort of all campus-wide resources to effectively control and manage the situation.

# C. Management of Emergency Operations

## 1. National Incident Management System (NIMS)

In response to attacks on September 11, 2001, President George W. Bush issued Homeland Security Directive 5 (HSPD-5) in February 2003.

HSPD-5 called for a National Incident Management System (NIMS) and identified steps for improved coordination of federal, state, local and private industry response to incidents and described the way these agencies will prepare for such a response.



NIMS provides a consistent nationwide template to enable federal, state, local and private-sector and non-governmental organizations to work together effectively and efficiently to prepare for, prevent, respond to and recover from domestic incidents, regardless of cause, size or complexity, including but not limited to, acts of catastrophic terrorism. One of the key features of NIMS is the Incident Command System.

## **2. Incident Command System (ICS)**

The plan uses a management structure widely known as the Incident Command System (ICS). ICS provides an organizational structure capable of responding to all levels of emergencies from simple to complex. It is a standardized, on-scene, all-hazard incident management concept that provides the flexibility to respond to an incident as it escalates in severity. The purpose of ICS is to:

1. Provide an organizational structure that can grow rapidly in response to the requirements of the emergency.
2. Provide the incident commander with the control necessary to direct and coordinate all operations and all agencies responding to the incident.
3. Assign employees with reasonable expertise and training to critical functions without loss of precious time.
4. Activate only those personnel needed to manage a particular incident or level of incident.
5. Promote proper span of control and unity of command.

The organizational structure of the ICS may not resemble the day-to-day organization of the university. Employees in various department activated under ICS (i.e., Facilities, Public Safety, Marketing and Public Affairs, etc.) may report to supervisors to whom they do not usually have a reporting relationship. Furthermore, as the severity of the incident increases, assignments may change in the ICS organizational structure. This means that an employee's position in the ICS may change during the course of a single incident.

## **3. Command Authority and Reporting Structure**

In order to generate a rapid internal response, the president of the university or his designee will activate NIMS and/or ICS immediately following an assessment of the seriousness of the incident. In any critical incident, the first responder from Public Safety will assume the role of incident commander. They will continue to exercise incident command authority until relieved by someone of higher rank in the Public Safety Department or a member of the Critical Incident Response Team.

## **4. Critical Incident Activation**

The university president will determine whether an occurrence will be declared a critical incident. (In the absence of the university president, the vice president of academics will make the determination.)

A critical incident is one that requires immediate action to ensure a safe environment, and to ensure the maintenance or restoration of university operations. Unless unusual circumstances are present, a Level 1 (Minor Event) will generally not result in a Critical Incident Activation.

1. The declaration of a critical incident will specify the location of the Command Center for that particular incident. The physical location of the Command Center can vary due to the unique circumstances of an incident, but in most cases will be in the president's conference room.
2. The Vice President of Academics will notify the president's executive leadership members that a critical incident has been declared.
3. The President's executive leadership members may be asked to meet to take whatever actions are deemed appropriate.
4. The Vice President of Academics will contact the Critical Incident Response Team, or their designees, to manage the response.
5. The Critical Incident Response Team is comprised of the president's executive leadership members (as noted on pages 29 -31), Director of Facilities, Director of Housing, Director of Marketing and Public Affairs, Director of Media Relations, Director of Public Safety, Director of Counseling Services and others as appropriate. (To augment the Critical Incident Response Team and to handle the specific occurrence effectively, the vice president of academics may contact additional personnel as needed.)
6. The "Critical Incident Activation" will also prompt a notification to the entire campus community as soon as practical. The vice president of development will ensure that this notification is made by e-mail, MSOE Web site, and/or other appropriate methods.



# III. EMERGENCY COMMUNICATION AND ACTION

## A. Communication

In the event of any emergency, it is important to immediately call the MSOE Public Safety Department - extension 7159 (414.277.7159 from a non-campus telephone). Accurate and timely communication is critical to an effective emergency response. An emergency call to the Public Safety Department will activate a response from the appropriate emergency responders, i.e. police, fire or EMS. Every MSOE employee has a role to play in the Emergency Response Plan. Perhaps the most critical aspect of an appropriate incident response is communication. Accurate reports from the scene of an incident are essential to providing adequate emergency services. Similarly, the campus community must receive up-to-date instructions concerning emergency response procedures and news of the evolving incident.

## B. Role of Employees

Every MSOE staff and faculty member should read and understand both the university's Emergency Response Plan and their department's Emergency Response Plan to familiarize themselves with all emergency procedures. Employees must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should follow Emergency Response Plan procedures to report emergencies that require immediate attention, and, if necessary, evacuate the building to pre-designated areas in an orderly manner. Evacuations of a building, a series of buildings, or the entire campus will be ordered, if necessary, by the incident commander, or as directed by a member of the Critical Incident Response Team, generally the president of the university or his/her designee.

Employees must be aware that the Marketing and Public Affairs Department is responsible for coordinating and disseminating all information related to a critical incident, including information released to the news media, outside agencies, etc. Employees are not to discuss any aspect of a critical incident with members of the media or any external agency. This is intended to protect privacy and law enforcement efforts.

## C. Role of Department Heads

Each department head has the following responsibilities prior to and during any emergency for each campus building/location under his/her supervision or control.

### 1. Develop a Department-Specific Emergency Response Plan

An emergency response plan for each department location shall be developed that will include, but not necessarily be limited to, the following components, equipment and/or functions:



- Procedures for reporting a fire or other emergency.
- Procedures for emergency evacuation, including the type of evacuation and exit route assignments.
- Procedures to account for all employees after evacuation.
- The name or job title of an employee who can be contacted by other employees who need more information about the department plan or an explanation of their duties under the plan.

In addition, the following subject areas should be considered for inclusion in each plan:

- Evacuation procedures to designated evacuation assembly areas.
- Evacuation of disabled or special-needs persons.
- Management of designated evacuation assembly areas.
- Diagrams of specified building/facility exit locations and evacuation routes.
- Hazardous conditions reporting and appropriate corrective procedures.
- Emergency first aid information.
- Location and maintenance of adequately stocked first aid kits.
- The location and operation of fire extinguishers and other fire suppression equipment.
- Lists of available emergency equipment.
- Lists of personnel who would normally be present within each building/facility/department.

A revised and updated department-specific emergency response plan for each department or building shall be submitted to the Director of Public Safety for approval by the Vice President of Operations on or before Nov. 1 of each year, or more often if needed.

The department-specific emergency response plan should be as concise as possible. Each department/division within a specific building shall have at least one copy of their department-specific emergency response plan readily available at all times for employee review and/or use in an emergency situation.

## **2. Review of Emergency Response Plans with Employees**

Each department administrator or designee must review both the university and their department-specific emergency response plans with each employee:

- When the plan is developed or the employee/student worker is initially assigned to the department.
- When the employee or student's responsibilities under the plan changes.
- When the plan is changed.



Building evacuation information shall be distributed to all employees with follow-up discussions, on-the-job training or additional explanation as required. Contact Public Safety for assistance.

Sufficient time shall be taken to train each employee in emergency techniques such as fire extinguisher use and emergency evacuation procedures as appropriate. Public Safety can be consulted for training support services.

### **3. Develop a Department Communication Plan**

The department head shall develop a communication plan of work/home/mobile phone numbers for all persons that normally work in the department.

### **4. Identify Essential Department Personnel**

In an emergency situation, employees may be instructed to leave campus for the duration of the incident. However, due to differing department operating requirements this may not apply to all employees. Departments must identify, in advance, which employees are considered essential and therefore exempt from general releases from work. These employees should be notified, prior to an emergency situation of their unique responsibilities in response to an incident.

### **5. Identify Evacuation Coordinator(s) and Alternate Evacuation Coordinators**

In an effort to safely handle emergency situations, each department should select one or more members from their staff to act as evacuation coordinator(s). Evacuation coordinator(s) should be a person(s) with the ability to give direction and stay calm in an emergency situation. Evacuation coordinators should be designated, in part, due to their geographic location within the department and university.

Evacuation coordinators are responsible for:

- Knowing the emergency procedures for their department.
- Overseeing an emergency response for their area.
- Communicating to co-workers and helping implement the instructions of emergency responders and Public Safety personnel during an emergency.
- Educating fellow workers, including new employees, about emergency procedures prior to an emergency.
- Maintaining a list of persons needing assistance in case of an emergency and assigning a person to provide assistance to each of these individuals.
- Identifying and training alternate evacuation coordinators to perform the evacuation coordinator duties in his/her absence and assisting the evacuation coordinator during a drill or emergency.
- Providing timely communications in an emergency to Public Safety to report department status and head counts.

Evacuation coordinators must be capable of taking a leadership role and commanding attention and cooperation during an emergency. Evacuation coordinators should be within the immediate work area each day on a consistent basis. It is recommended that





an individual whose job requires frequent absences from the office not be selected as an evacuation coordinator.

#### Evacuation Coordinator - Safety Planning Responsibilities

1. Have evacuation routes clearly planned. Direct alternate evacuation coordinators in preparing evacuation plans for all areas. Ensure all staff has been properly trained on evacuation plans and make copies of the Emergency Response Plan available.
2. Maintain up-to-date information regarding those who would need assistance during an emergency. Report changes to Public Safety.
3. Instruct alternate evacuation coordinators in their responsibilities during drills or actual evacuations.
4. Inspect your area periodically for safety. Make sure walkways are kept free of obstructions and all flammable substances are stored in approved containers and flashlights are in working order.
5. Know the location of fire extinguishers and how to use them.
6. Identify procedural and/or preparedness deficiencies during any training drill. Discuss these with department management and work with department administrators to correct deficiencies.

#### Evacuation Coordinator - Evacuation Responsibilities

1. Initiate evacuation; call upon alternate evacuation coordinators for assistance as required. Assign others as needed to check the area for remaining visitors or employees; and close but do not lock doors.
2. Reassemble and account for everyone from your office by conducting a headcount at your predetermined Evacuation assembly area. Do not release any personnel until cleared to do so by Public Safety staff or law enforcement personnel.



## **IV. EMERGENCY OR DISASTER SITUATIONS**

### **A. ACTIVE / ARMED SHOOTER AND WEAPONS**

**If you witness any armed individual shooting at people on campus or hear gunshots:**

1. Immediately contact the Milwaukee Police Department by calling 911 (9-911 from an on-campus telephone). Provide the police dispatcher with as much information as you can. Do not hang up unless told to do so.
2. Notify MSOE Public Safety if able to do so. Call 7159 if using an MSOE campus phone. Call 414.277.7159 if using a non-campus phone.
3. Police officers and members of the Public Safety Department will likely be the first responders on the scene. As they move into an area or facility, rescue efforts will be delayed until the shooter is located and stopped.
4. To assist police, please stay calm and patient during this time. If you know the location of the suspect, provide the police with the location and/or description of the suspect.
5. If you encounter police, keep your hands empty and in plain view at all times. Do not speak to the officers until they speak to you. Listen to their instructions and do exactly what they say.
6. If you are evacuating, leave everything behind and do not carry anything that could be mistaken for a weapon.
7. Rescue teams will follow shortly after the first responding officers enter the building. They will attend to the injured and remove everyone safely from the area or building.

**If the shooter is outside the building:**

1. Proceed to a room that can be locked. Turn off all the lights. Close and lock all windows and doors.
2. Get all occupants on the floor and out of the line of gunfire. Also, ensure that no one is visible from outside the room.
3. One person in the room should call 911 and advise the dispatcher of the situation, including location.
4. Unfamiliar voices may belong to the shooter who is attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
5. Remain in place until law enforcement, emergency management and/or university officials give an all clear notification.

**If the shooter is inside the building:**

1. Lock the room if possible, or if you can, safely leave the building.
2. If your room cannot be locked, determine if there is a nearby location that can be reached safely and locked.
3. Lie on the floor or under a desk and remain silent.
4. If it is possible to escape the area safely and avoid danger, do so by the nearest exit or window. Leave books, backpacks, purses, etc. in the room. As you exit the building, keep your hands above your head and listen for instructions that may be



given by police officers on the outside. If you receive no instructions, proceed to an evacuation assembly point that is out of the danger area.

5. Contact 911. Report your name and location.
6. Remain calm, keep your hands up above your head and follow instructions. If an officer points a firearm at you, please try to remain calm. Make no movement that may cause the officer to mistake your actions for a threat. Remember, the officer does not know if you are involved in the incident or are a suspect at this point.
7. If you witness anything, tell the responding officers as much about what you know about the situation.
8. Wait for the police to come find you.

**If the shooter(s) enters your class or office:**

1. Call 911 (9-911 from an on-campus telephone), if possible, and alert the dispatcher to the shooter's location. If you can't speak, leave the phone open so the dispatcher can listen to what is taking place.
2. If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter. After all other options have been exhausted, and as a very last resort, attempt to overcome the shooter with force if necessary.
3. If the shooter leaves your area and you are able to escape, proceed immediately to a safer place. Do not touch anything that is in the vicinity of the shooter.

**If you must move to another location:**

1. If you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind.
2. Move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to carry anything while fleeing.
3. Leave the wounded victims where they are and notify authorities of their location. Do not attempt to remove any injured persons.

**Assisting police officers** – Police officers responding to an active shooter are trained to advance immediately to the area in which the shots were last heard. The first responding officers will normally be in teams. They may be dressed in regular patrol uniforms or they may be wearing external bulletproof vests, Kevlar helmets and other tactical equipment. They may be armed with rifles, shotguns or handguns, and might be using pepper spray or tear gas to control the situation.

1. Remain calm, do as the officers tell you, and do not be afraid of them.
2. Put down any bags or packages and keep your hands visible at all times.
3. If you know where the shooter is, tell the officers.
4. The first officers will not stop to help people as their primary purpose at this point is to locate and neutralize the threat. Rescue teams with medical personnel will follow later.
5. Until you are released, remain at whatever assembly point authorities designate. Be aware that police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.



**Weapons, combustible items, firearms, explosives, incendiary devices or any instrument which is capable of causing death, physical or property damage**

If you observe or suspect any of the aforementioned items on campus property, stay calm and immediately call 911 (9-911 from an on-campus telephone). Then, call MSOE Public Safety at extension 7159 (414.277.7159 from a non-campus telephone).

Give the following information:

1. Name and description of individual in possession of weapon or device, if known.
2. Location of the weapon.
3. Whether the individual in possession of weapon or device has threatened anyone.
4. Any other details that may assist law enforcement in locating this individual.

**Lockdown procedures** - A lockdown is a temporary sheltering technique that converts any campus, building or room into a large safe area to limit exposure to an active shooter or other highly dangerous, ongoing incident. Lockdowns typically last for any amount of time between 30 minutes and several hours. When alerted, occupants of a building or room will lock all doors and windows not allowing entry or exit to anyone until an all clear notification has been issued by law enforcement, emergency management and/or university officials. A lockdown will be announced via the campus emergency notification system (RAVE Alert), e-mail, MSOE Web site, text message, or voice calling. Once the notice to lockdown is issued:

1. Direct all students, staff and visitors into rooms or enclosed buildings, ensure all persons are inside.
2. Follow instructions; remain calm.
3. Do not remain in open areas such as hallways or corridors. Go to the nearest classroom or office.
4. Account for everyone in the room or office.
5. Close and lock all doors and windows. If you cannot lock the door, barricade it with desks, chairs, etc.
6. Turn off all lights.
7. Move all persons away from windows and doors.
8. Occupants should remain seated below window level.
9. Remain silent. Turn off all radios or other devices that emit sound. Silence cell phones.
10. If gunshots are heard, get on the floor and utilize heavy objects, such as tables, filing cabinets, etc. to hide under or behind.
11. If outdoors, seek nearby shelter (large trees, walls, vehicles, etc.) and wait for additional instructions from appropriate law enforcement or campus authorities.
12. Do not allow anyone outside of locked rooms until an all clear notification is given by law enforcement, emergency management and/or university officials.



## **B. ALCOHOL POISONING OR OVERDOSE**

1. If you are concerned about a person's safety, call MSOE Public Safety at extension 7159 (414.277.7159 from a non-campus telephone).
2. If someone has passed out from drinking, try to wake the person. If you cannot wake them, call MSOE Public Safety at extension 7159 (414.277.7159 from a non-campus telephone) for medical attention.
3. Turn the person on his or her side.
4. Don't leave the person alone.
5. Never put an intoxicated person to bed to sleep it off.

## **C. BIOLOGICAL OR CHEMICAL ACCIDENT/HAZARDOUS MATERIAL**

### **Incident Occurs in a Campus Building**

1. Call MSOE Public Safety at extension 7159 (414.277.7159 from a non-campus telephone). If the type and/or location of hazardous material are known, report that information to Public Safety. If appropriate, Public Safety will implement the university's Spill Prevention, Containment and Control Plan (SPCC).
2. Seal off area of leak/spill to the best of your ability without exposing yourself to undue risk. Close doors. (For gas odor /leak, DO NOT pull fire alarm or turn on/off any electrical switch.)
3. Evacuate to an upwind location. Take note of and report anyone missing.
4. Responding fire department officials will determine additional shelter-in-place or evacuation actions.
5. Shut off heating, cooling and ventilation systems in contaminated area.
6. Resume normal operations when law enforcement, Public Safety and/or university officials approve.

### **Incident Occurs Outside of MSOE Buildings or in the Surrounding Community**

1. Fire or law enforcement will notify university officials.
2. Consider closing outside air intake, evacuating students to a safe area or sheltering students inside the building until emergency passes or relocation is necessary.
3. Fire officer in charge of the scene will instruct university officials on the need for sheltering or evacuation.
4. Evacuate to an upwind location, take note of and report anyone missing.
5. If evacuation is not ordered, be aware of and remain alert for any change in health conditions of students and staff, especially respiratory problems. Seek emergency medical attention if necessary.
6. Resume normal operations when law enforcement, Public Safety and/or university officials approve.



## **D. BOMB THREAT**

### **Procedures upon receiving a bomb threat**

1. If a bomb threat is received by phone, complete the *Checklist for Telephone Threats* (shown in procedures for telephone threats on page 26).
2. Preserve any evidence, i.e., if threat is written, place note in plastic bag, if one is available.
3. Notify MSOE Public Safety as soon as possible at extension 7159 (414.277.7159 from a non-campus telephone).
4. MSOE Public Safety will notify law enforcement.
5. Law enforcement, Public Safety and/or university officials may order evacuation of a room, building or the entire campus.

### **Scanning process considerations**

1. Scan classrooms and common areas for suspicious items. Scans should be made by people who are familiar with the building. Assign staff to specific areas of responsibility with a building. Keep in mind that a bomb could be placed *anywhere* on school property — inside or outside.
2. Any suspicious devices, packages, etc., should be pointed out to law enforcement, Public Safety and/or university officials. Do not touch or move the suspicious item.
3. Once a device is located, police officers will take over responsibility for it.

### **Evacuation considerations:**

1. If a decision is made to evacuate, notify staff via phone system, hardwired PA system or by messenger. Do not use cell phones, radios or fire alarm system because of risk of activating a device.
2. While notification is being made, other staff should survey the grounds to clear exits and areas where students and staff will be going. Exit routes should be altered accordingly if the location of the device is known.
3. When evacuating, leave everything as is. Leave room doors unlocked.

## **E. CIVIL UNREST/DEMONSTRATION**

1. Notify Public Safety at extension 7159 (414.277.7159 from a non-campus telephone).
2. MSOE Public Safety will respond and notify law enforcement, if necessary.

## **F. FIRE**

### **In the event of a fire or smoke from a fire**

1. Pull fire alarm and call Public Safety at extension 7159 (414.277.7159 from a non-campus phone).
2. Evacuate students and staff to the designated areas. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Campus buildings and designated assembly areas are listed for all campus buildings as part of this plan in Appendix B.



3. Be aware of arrival of emergency responders. Public Safety or a designee will meet the fire department personnel and provide the location of the fire.
4. Follow primary fire drill route whenever possible. Follow alternate route if primary route is blocked or dangerous.
5. Take note of and report anyone missing.
6. Report missing persons to Public Safety immediately.  
**If trapped by fire, notify the fire department by calling 911 and the Public Safety Department by calling extension 7159** (go to Shelter-in-Place Procedures, Section IV: Procedures for Response to Selected Emergencies or Disasters).
7. Appropriate university officials may move students, faculty or staff to a relocation site if weather is inclement or building is damaged.
8. Do not reenter buildings until they are declared safe by law enforcement, fire department and/or university officials.

## **G. HOSTAGE**

### **Witness to a hostage situation**

1. Call 911 (9-911 from an on-campus telephone). Give the police dispatcher details of situation.
2. Call Public Safety at extension 7159 if calling from an MSOE campus phone. Call 414.277.7159 if calling from a non-campus phone.
3. Responding law enforcement officers will take control of hostage scene.

### **If you are taken hostage**

1. Cooperate with hostage taker to the fullest extent possible.
2. Do not argue with the hostage taker or say anything that could increase the hostage taker's anxiety level.
3. Try not to panic.

## **H. MEDICAL EMERGENCY**

### **Serious injury or illness**

1. Call Public Safety at extension 7159 if calling from an MSOE campus phone or 414.277.7159 if calling from a non-campus phone. Public Safety will notify the fire department if immediate EMS response is needed.
2. Send someone outside to direct emergency medical services to site.
3. Give full attention to the victim(s).
4. Do not attempt to move a person who is ill or injured unless he/she is in immediate danger of further injury.
5. If possible, isolate the affected student/staff member. Disperse onlookers and keep others from congregating in the area.
6. Check for vital signs. Initiate first aid and/or CPR, if you are trained.
7. Check breathing. Is the airway clear? Is the victim in a position to facilitate breathing?
8. Apply pressure on wound or elevate wound to help stop or slow bleeding.
9. Protect yourself from body fluids. Use gloves if available.



10. Comfort the victim(s) and offer reassurance that medical attention is on the way. After immediate medical needs have been cared for, remain to assist emergency medical services personnel with pertinent information about the incident.

## **I. MISSING STUDENT**

1. Report missing students immediately to Public Safety at extension 7159 (414.277.7159 from a non-campus telephone).
2. MSOE Public Safety will conduct an initial investigation and notify the Milwaukee Police Department if deemed appropriate given the circumstances.

## **J. PHYSICAL ASSAULT/FIGHT/THREAT**

1. Call Public Safety at extension 7159 (414.277.7159 from a non-campus telephone).
2. If victim requires medical attention, follow *Medical Emergency* procedures on page 22.

## **K. SEXUAL ASSAULT**

1. Immediately report the crime to the MSOE Public Safety Department by calling extension 7159 or law enforcement by calling 414.277.7159 from a non-campus telephone.
2. To explore alternatives for reporting sexual assault on campus to other than law enforcement authorities, contact professionals in these MSOE university offices:
  - a. Counseling Services
  - b. Health Services
  - c. Student Life
  - d. Public Safety
3. Obtain medical care. Most medical centers and hospital emergency rooms have professionals who have been trained to assist victims of sexual assault.
4. Obtain emotional support.

## **L. SUICIDE OR THREAT OF SUICIDE**

1. Call Public Safety at extension 7159 if calling from an MSOE campus phone (414.277.7159 from a non-campus telephone).
2. Consider any student reference to suicide as serious.
3. If it is safe for you to do so, do not leave the individual alone. Stay with the individual until help arrives.
4. Try to calm the individual.
5. Isolate the individual or the area, if possible.
6. Initiate first aid if necessary.





## **M. SUSPICIOUS INDIVIDUAL OR VEHICLE**

1. Call Public Safety at extension 7159 if calling from an MSOE campus phone (414.277.7159 from a non-campus telephone).
2. Note the individual's features, clothing, vehicle, where he/she is located in the building, whether he/she is carrying a weapon or package, etc. Give Public Safety a full description of the individual.

## **N. SUSPICIOUS MAIL OR PACKAGE**

### **When sorting mail or receiving delivered packages**

1. Look for characteristics that make you suspicious of the content.
  - a. Excessive postage, excessive weight
  - b. Misspellings of common words
  - c. Oily stains, discolorations, odor
  - d. No return address or showing a city or state in the postmark that does not match the return address
  - e. Package not anticipated by someone in the university or not sent by a known University vendor
2. Do not open package if it looks suspicious.
3. Do not move package if it looks suspicious.
4. Evacuate the immediate area and call Public Safety at extension 7159 if calling from an MSOE campus phone (414.277.7159 from a non-campus phone). If the type and/or location of hazardous material are known, report that information to Public Safety.
5. If appropriate, Public Safety will notify local law enforcement officers.

### **If a letter/package is opened and contains a written threat but no suspicious substance**

1. Call Public Safety at extension 7159 if calling from an MSOE campus phone. Call 414.277.7159 if using a non-campus phone.
2. Limit access to the area in which the letter/package was opened to minimize the number of people who might directly handle it. It is considered criminal evidence.
3. The person who discovered/opened the letter or package should place it into another container, such as a plastic bag if available.

### **If a letter or package is opened and contains a suspicious substance**

1. Call Public Safety at extension 7159 if calling from an MSOE campus phone. Call 414.277.7159 if calling from a non-campus phone. If the type and/or location of hazardous material are known, report that information to Public Safety.
2. Immediately isolate the people who have been exposed to the substance. The goal here is to prevent/minimize spreading contaminated material to others.
3. Limit all access to the area in which the letter/package was opened.
4. The person who discovered/opened the letter/package should place it into another container, such as a clear plastic Ziploc bag as soon as possible. Handle with gloves, if available.
5. Law enforcement, Public Safety, and/or university officials will determine the need for decontamination of the area and the people exposed to the substance.



## **O. TELEPHONE THREAT**

### **If you are a victim of a telephone threat**

1. Remain calm.
2. Do not hang up. Keep the caller on the line as long as possible and listen carefully.
3. Do not hang up after caller hangs up. Leave your phone off the hook.
4. Notify Public Safety at extension 7159 if calling from an MSOE campus phone. Call 414.277.7159 if calling from a non-campus phone.
5. See page 26 for a checklist for telephone threats.

## **P. TORNADO OR SEVERE THUNDERSTORM**

### **Tornado / severe thunderstorm WATCH has been issued for the area.**

1. Monitor weather updates.
2. Review tornado / severe thunderstorm warning procedures (below) and be prepared to take action.

### **Tornado WARNING has been issued or a tornado has been spotted near the campus.**

1. Immediately move to the designated tornado shelter area. If you unable to get to the designated tornado shelter area try to get to the lowest level possible, ideally in an interior hallway (away from windows and avoiding long span roofs found in cafeteria and gymnasiums).
2. Department personnel, classroom instructors, etc. should make certain everyone vacates the office or classroom. Take note of and report anyone missing. Close office, classroom door, etc.
3. Remain in the designated tornado shelter area until Public Safety gives an “all clear” notification via the campus public address (PA) system.



## Checklist for Telephone Threats

Ask the following questions of the caller:

- Where is the bomb/chemical or other hazard?
- When will it explode/be activated?
- What does it look like?
- What kind of bomb/hazard is it?
- What will cause it to explode/activate?
- What is your name?
- Did you place the bomb/hazard? WHY?
- Where are you?

Number of calls received: \_\_\_\_\_

Exact wording of the threat:

\_\_\_\_\_  
\_\_\_\_\_

If voice is familiar, who did it sound like? \_\_\_\_\_

Did caller indicate knowledge of the building? Give specifics:

\_\_\_\_\_  
Person receiving call: \_\_\_\_\_

Phone number where call received: \_\_\_\_\_

Caller ID Information

Male Female Adult Juvenile Age

Call Origin

Local Long Distance Internal Cell Phone

Caller's Voice – Note pattern of speech, type of voice, tone. Check all that apply.

Calm	Excited	Loud	Soft	Deep	Nasal	Raspy	Distinct
Slurred	Normal	Crying	Laughter		Slow	Rapid	Disguised
Accent	Lisp	Stutter	Drunken		Familiar	Incoherent	
Deep breathing							

Background Sounds – Check all that apply.

Voices	Airplanes	Street noises	Trains	Quiet	Bells
Clear	Static	Animals	Party	Vehicles	Horns
House noises	PA system	Music	Factory machines	Motor	Phone booth

Other, Please

Specify \_\_\_\_\_

Threat language – Check all that apply.

Well-spoken Foul Taped Incoherent Irrational Message read from script



# V. CAMPUS EMERGENCY RESPONSE PROCEDURES

## A. EVACUATION PROCEDURES

1. Law enforcement, fire department and/or Public Safety initiate evacuation procedures.
2. Evacuation routes may be specified according to the type of emergency. They may need to be changed for safety reasons.
  - a. Suspected Bombs: Public Safety and/or law enforcement officials notify staff of evacuation route dictated by known or suspected location of a device.
  - b. Fire: Follow primary routes unless blocked by smoke or fire. Know the alternate route.
  - c. Chemical spill: Total avoidance of hazardous materials may require alternate routes. Plan your route accordingly.
3. Take note of and report anyone missing.
4. Do not lock classroom doors when leaving.
5. When outside the building, account for all students and employees. Immediately inform Public Safety of any missing individuals.

## B. LOCKDOWN PROCEDURES

A lockdown is a temporary sheltering technique that converts any campus, building or room in to a large safe area to limit exposure to an active shooter or other highly dangerous, ongoing incident. Lockdowns typically last for any amount of time between 30 minutes and several hours. When alerted, occupants of a building or room will lock all doors and windows not allowing entry or exit to anyone until an all clear notification has been issued by law enforcement, public safety or other university officials.

A lockdown will be announced via the emergency notification system (PA system), e-mail, MSOE Web site, text message, or voice calling. Once the notice to lockdown is issued:

1. Direct all students, staff and visitors into rooms or enclosed buildings, ensure all persons are inside.
2. Follow instructions; remain calm.
3. Do not remain in open areas such as hallways or corridors. Go to the nearest classroom or office.
4. Account for everyone in the room or office.
5. Close and lock all doors and windows. If you cannot lock the door, barricade it with desks, chairs, etc.
6. Turn off all lights.
7. Move all persons away from windows and doors.
8. Occupants should remain seated below window level.
9. Remain silent. Turn off all radios or other devices that emit sound. Silence cell phones.
10. If gunshots are heard, get on the floor and utilize heavy objects, such as tables, filing cabinets, etc. to hide under or behind.



11. If outdoors, seek nearby shelter (large trees, walls, vehicles, etc.) and wait for additional instructions from appropriate law enforcement or campus authorities.
12. Do not allow anyone outside of locked rooms until an all clear notification is given by law enforcement, emergency management and/or university officials.

## **C. SHELTER IN PLACE PROCEDURES**

Sheltering in place provides refuge in designated areas of a building(s). Sheltering in place is used when evacuation would put people at risk (i.e., tornado, environmental hazard, blocked evacuation route, etc.).

1. Public Safety will announce that students and staff must go to shelter areas.
2. Bring all persons inside building(s).
3. Take note of and report anyone missing.
4. Close all exterior doors and windows, if appropriate.
5. Stay in room and close door. Keep air as clean as possible:
  - a. Seal door.
  - b. Open or close windows as appropriate.
  - c. Limit movement and talking in room.
6. All persons remain in shelter areas until law enforcement and/or university officials declare that it is safe to leave.



## **VI. CRITICAL INCIDENT DUTIES AND RESPONSIBILITIES**

The duties and responsibilities related to managing a critical incident are outlined below. The titles and duties of these positions are consistent with established emergency management guidelines so as to respond to an emergency or disaster on or near the MSOE campus. It is critical that backup staff members are assigned to each function and are properly trained in the event that the primary staff person is unavailable.

### **TIER 1**

#### **INCIDENT COMMANDER**

This is the person who has executive authority for implementing and monitoring the university's emergency response plan. The incident commander has overall control of the incident; activates the emergency response plan; assesses the threat; orders protective measures such as a building or campus lockdown, evacuation, or shelter-in-place; and requests outside resources. The incident commander will be briefed by the five chiefs as the central point of information with which to make appropriate large-scale decisions as needed. As the person who is in overall command of the university's response, he or she should generally remain at the "command post" at all times.

PRIMARY PERSON: University President

ALTERNATE PERSON: Executive Vice President of Academics

#### **ASSISTANT INCIDENT COMMANDER**

This is the person who acts as the direct assistant to the incident commander. The assistant incident commander oversees the coordination of all the large scale operations and directs the chiefs as needed. This person acts with the authority of the incident commander in his absence, and is generally the person who can leave the "command post" to oversee the operations and plans first hand if needed.

PRIMARY PERSON: Executive Vice President of Academics

ALTERNATE PERSON: Vice President of Operations



## **TIER 2**

### **LOGISTICS CHIEF**

This is the person who oversees all support services on a large scale that may be needed in an emergency situation. Support services include resources that support the university's plan of action to address the incident. The logistics chief oversees various branches of MSOE's infrastructure in an emergency to include: facilities, telecommunications (hardware), transportation and financial record keeping.

PRIMARY PERSON: Vice President of Finance

ALTERNATE PERSON: Director of Facilities

### **SAFETY CHIEF**

This is the person who oversees all public safety response (MSOE's level of first responders) to the emergency at hand. This includes assessing the situation, securing the area, evacuation if appropriate, first aid, and the coordination of the initial public emergency responders (police and fire department, EMS, etc.)

PRIMARY PERSON: Director of Public Safety

ALTERNATE PERSON: On-Duty Public Safety Supervisor or Acting Supervisor

### **OPERATIONS CHIEF**

This is the person who oversees the incident's plan of action, and puts into action the actual details of the emergency plan that has been decided upon by the incident commander. The operations chief delegates and coordinates responsibilities to implement the plan as directed by the incident commander and adjust it, as needed, depending on the circumstances at hand. The operations chief oversees various branches of MSOE's emergency response plan to include: action plan coordinator, student body coordinator, medical and the collection of MSOE technical advisors/experts.

PRIMARY PERSON: Vice President of Operations

ALTERNATE PERSON: Director of Public Safety

### **PERSONNEL CHIEF**

This is the person who oversees all administrative accountability of people during an MSOE emergency. This includes getting the status of, information on, and headcounts of the students, faculty, staff, alumni and visitors that may have been at the scene of an incident. The personnel chief should be prepared to obtain information on human resources available to assist during an emergency as well. The personnel chief oversees MSOE's Human Resources Department and Registrar's Office for the purpose of data collection during an emergency.

PRIMARY PERSON: Vice President of Student Services and Enrollment Management

ALTERNATE PERSON: Director of Human Resources



## **INFORMATION CHIEF**

This is the person who oversees all official information and communication statements necessary in a campus emergency. This includes immediate notification (if prudent) of students, faculty and staff internally with instructions and information concerning an emergency (via e-mail, phone, Web site notifications, etc.). It also includes official external communications such as official public statements and interaction with the media.

PRIMARY PERSON: Senior Director of Communications and Media Relations

ALTERNATE PERSON: Director of Marketing Services

## **TIER 3**

### **FACILITIES COORDINATOR**

This position reports to the logistics chief. The facilities coordinator is responsible for ensuring that MSOE's facilities infrastructure is inspected/assessed and functioning as well as possible given the emergency situation (buildings, grounds, vehicles, chemicals, and related critical information that may be needed).

PRIMARY PERSON: Director of Facilities

ALTERNATE PERSON: Lead Maintenance Technician

### **TELECOMMUNICATIONS COORDINATOR**

This position reports to the logistics chief. The telecommunications coordinator is responsible for ensuring that MSOE's telecommunications infrastructure is accounted for and functional (telephones (cell and landline), e-mail, internet, etc.) so that communications between MSOE's emergency responders is functioning as needed.

PRIMARY PERSON: Senior Director of IT

ALTERNATE PERSON: Director of Data Applications and Systems

### **TRANSPORTATION COORDINATOR**

This position reports to the logistics chief. The transportation coordinator is responsible for ensuring that MSOE's transportation infrastructure is accounted for and functional (vans, mini-bus, enrollment vehicles, facilities vehicles, trailers, bus and other transportation rentals) so that transportation is available if needed.

PRIMARY PERSON: Athletic Director

ALTERNATE PERSON: Rowing Coach





## **FINANCE AND RECORD KEEPING COORDINATOR**

This position reports to the logistics chief. The financial record keeping coordinator is responsible for ensuring that MSOE's finance record (of money spent during an emergency) and other records are kept during an emergency situation. This coordinator is also responsible for having information about MSOE resources on hand (such as insurance company and policy information, bank records and account numbers, as well as other records as needed.) This person is a clearing house for MSOE internal information that might be needed to support emergency response from an economic perspective.

PRIMARY PERSON: Associate Vice President of Finance

ALTERNATE PERSON: Director of Finance

## **SECURITY / SAFETY LEAD COORDINATOR**

This position reports to the safety chief. The security/safety lead coordinator is responsible for taking command of Public Safety resources at the scene of an incident or emergency. This individual is the lead person coordinating any security or rescue efforts and creating a safe and secure environment at the scene of an emergency, and to coordinate with public first responders, when necessary.

PRIMARY PERSON: Director of Public Safety

ALTERNATE PERSON: On-Duty Public Safety Supervisor or Acting Supervisor

## **ACTION PLAN COORDINATOR**

This position reports to the operations chief. The action plan coordinator is responsible for contacting areas on behalf of the operations chief to ensure that the action plan is put into motion. This person will coordinate details of the action plan as directed by the operations chief and assists the operations chief in implementing the university's emergency response.

PRIMARY PERSON: Director of Public Safety

ALTERNATE PERSON: Director of EHS

## **STUDENT BODY COORDINATOR**

This position reports to the operations chief. The student body coordinator is responsible for coordinating the safety and movement of students at MSOE in an emergency situation (as part of the emergency response plan, rather than immediate safety response). This person will work with the personnel chief to get a headcount of students on campus at the time of the emergency. This position provides assistance in getting information to the students (in conjunction with the internal communications Coordinator) concerning where they should report to. The student body coordinator oversees the physical location for students (moving them to another location, finding safe space for them on or non-campus). The student body coordinator also oversees the release of students from campus (if classes are cancelled or students are told to go



home). This role often involves direct contact with the student body as the action plan unfolds.

PRIMARY PERSON: Dean of Students

ALTERNATE PERSON: Assistant Dean of Students/Residence Life

## **HUMAN RESOURCES COORDINATOR**

This position reports to the Personnel Chief. The Human Resources Coordinator is responsible for obtaining information relative to MSOE's faculty and staff that may be on scene and affected by the emergency situation.

PRIMARY: Director of Human Resources

ALTERNATE PERSON: Payroll and Benefits Coordinator

## **REGISTRAR COORDINATOR**

This position reports to the personnel chief. The registrar coordinator is responsible for obtaining information relative to MSOE's students who may be on scene and affected by the emergency situation.

SUGGESTED PERSON: Registrar

SUGGESTED BACKUP: Assistant Registrar

## **INTERNAL COMMUNICATIONS COORDINATOR**

This position reports to the communications chief. The internal communications coordinator is responsible for disseminating official emergency information to MSOE's internal community. This includes messages to the students, faculty and staff. These messages may include instructions concerning the action plan during a given emergency.

PRIMARY PERSON: Director of Marketing and Community Engagement

ALTERNATE PERSON: Senior Director of Communications and Media Relations

## **EXTERNAL COMMUNICATIONS COORDINATOR**

This position reports to the communications chief. The external communications coordinator is responsible for disseminating official information to the media and MSOE's external community. This includes messages to the media, as well as parents and external partners. These messages may include information concerning the action plan during a given emergency.

PRIMARY PERSON: Senior Director of Communications and Media Relations

ALTERNATE PERSON: Director of Marketing Services



## APPENDIX A – Evacuation Procedures/Responsibilities

### I. Employee evacuation responsibilities

There are three possible evacuation scenarios in the case of an emergency:

- a. **In-place evacuation:** Keeping faculty, staff, students and visitors in place, but in a particular location for the emergency that has presented itself. An example of this would be a tornado emergency.
- b. **On-site evacuation:** Movement of faculty, staff, students and visitors out of rooms or areas that are affected by the emergency and relocating them to other areas of the building. Evacuation can either be horizontal or vertical.
- c. **Off-site evacuation:** Movement of faculty, staff, students and visitors out of the entire facility and to a designated evacuation assembly area.

In the event of an emergency that requires partial or full building evacuation, the alert will be communicated via a variety of avenues including but not limited to Rave Alert, e-mail, building fire alarm systems, etc.

When this announcement is heard, regardless of one's location in the university, you should proceed to the nearest exit or exit stairwell and leave the facility on the ground level (regardless of alarmed doors). Exit identification signs are present within all fire stairwell exits. Do not panic. Leave in an orderly manner. Do not make an attempt to gather personal effects or turn off work stations. Persons with physical limitations who might inhibit the evacuation of the facility must be transported to safety at the end of the evacuation line.

In the event of an evacuation order, proceed immediately to the nearest fire exit or fire stairwell. Do not attempt to use the elevators. These will be inoperable during an evacuation. Personnel should be familiar with all stairwell locations and use the fire stairwell closest to their location when an evacuation order or alarm is sounding. Proceed to the ground level and gather at the department's pre-designated evacuation assembly area. Personnel will not be allowed to return until the fire department, Public Safety or other controlling authority has designated it safe to return.



## APPENDIX B – Media Procedures

1. MSOE, in coordination with assisting agencies, will issue public statements as needed during an emergency.
2. The MSOE president, (414) 277-7100, serves as official spokesperson. The Executive VP of Academics, (414) 277-7324 serves as alternate spokesperson.
3. Refer all information concerning the emergency situation and media personnel to Senior Director of Communication and Media Relations
4. Establish a media information center away from the affected area. The Senior Director of Communications and Media Relations might declare one of the following sites will be selected as a critical incident media site when a critical incident has been declared: the NVIDIA Auditorium or first floor atrium at Diercks Hall.
5. Media need timely and accurate information. However, protection of the privacy and safety of students and employees must be of paramount importance.
6. Media want to be close enough to shoot photos and footage, but should not be allowed to obstruct responders.
7. Before holding a news conference, coordinate information and brief the participants.
8. Determine the message you want to convey. Create key messages for target audiences: parents, students and the community. Emphasize the safety of students and staff.
9. Engage media to help disseminate important public information. Explain how emergency is being handled.
10. Respect privacy of victims and families of victims. Do not release names to media.
11. Update media regularly. DO NOT say, “No comment.” Ask other agencies to assist with media.
12. Maintain log of all telephone inquiries for future use.



## **APPENDIX C – Emergency Contact Information**

### **MSOE Public Safety**

Emergency: (414) 277-7159

Non-emergency: (414) 277-7169

Incident Commander: University President – (414) 277-7100

Alternate: Executive VP of Academics – (414) 277-7324

Assistant Incident Commander: Executive VP of Academics – (414) 277-7324

Alternate: VP of Operations – (414) 277-7129

Logistics Chief: Vice President of Finance – (414) 277-7126

Alternate: Director of Facilities – (414) 277-7165

Safety Chief: Director of Public Safety – (414) 277-2339

Alternate: On-Duty Public Safety Supervisor or Acting Supervisor – (414) 277-7169

Operations Chief: Vice President of Operations – (414) 277-7129

Alternate: Director of Public Safety – (414) 277-2339

Personnel Chief: VP of Student Service and Enrollment Management – (414) 277-7150

Alternate: Director of Human Resources – (414) 277-7111

Information Chief: Senior Director of Communications and Media Relations – (414) 277-7117

Alternate: Director of Marketing Services – (414) 277-7138

Facilities Coordinator: Director of Facilities – (414) 277-7165

Alternate: Lead Maintenance Technician – (414) 277-7160

Telecommunications Coordinator: Senior Director of IT – (414) 277-2350

Alternate: Director of Data Applications and Systems – (414) 277-2511

Transportation Coordinator: Athletic Director – (414) 277-6947

Alternate: Rowing Coach – (414) 277-2430

Finance and Record Keeping Coordinator: Associate VP of Finance – (414) 277-2249

Alternate: Director of Finance – (414) 277-2779

Security/Safety Lead Coordinator: Director of Public Safety – (414) 277-2339

Alternate: On-duty Public Safety Supervisor or Acting Supervisor – (414) 277-7169

Action Plan Coordinator: Director of Public Safety – (414) 277-2339

Alternate: Director of EHS – (414) 277-7144



Student Body Coordinator: Dean of Students – (414) 277-2386  
Alternate: Assistant Dean of Students/Residence Life – (414) 277-7265

Human Resources Coordinator: Director of Human Resources – (414) 277-7111  
Alternate: Payroll and Benefits Coordinator – (414) 277-7136

Registrar Coordinator: Registrar – (414) 277-7216  
Alternate: Associate Registrar – (414) 277-7218

Internal Communications Coordinator: VP of Marketing and Community Engagement –  
(414) 277-7141  
Alternate: Senior Director of Communications and Media Relations – (414) 277-7117

External Communications Coordinator: Senior Director of Communications and Media  
Relations – (414) 277-7117  
Alternate: Director of Marketing Services – (414) 277-7138