

**Wisconsin Veterans Home at King**  
**EMERGENCY PLAN – INTRUDER PLAN**

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**Applies To:**

- All Wisconsin Veterans Home-King (WVH-K) staff, members, volunteers and visitors.

**Policy:**

- To better ensure the safety of members, visitors and staff, WVH-K staff shall be trained to identify individuals who may be intruding on campus and take appropriate steps to determine the status of the potential intruder.
- If an intruder is identified staff shall take necessary steps to get the intruder to leave.

**Procedures:**

1. There are 3 primary circumstances which may qualify as an intruder in the facility:
  - A. The first is a person who has no obvious business here, or who we cannot identify as a legitimate guest.
    - 1) All staff are expected to politely greet such persons and determine what their business may be. A common approach is to offer the appropriate greeting (“Good morning...” followed by “How may I help you?”).
    - 2) Ask for identification.
    - 3) After a reasonable attempt, if the person cannot be identified as a legitimate guest, staff calls Emergency Services for assistance at 2222.
    - 4) If possible, pay attention to identifiable features, such as color and type of clothing they are wearing, gender, height, color of hair, sound of their voice.
    - 5) If this person has a vehicle on WVH-K property pay attention to make, model, license plate and color of vehicle without putting yourself in danger.
  - B. The second is a person whose physical presence represents a possible threat. It may also include someone who is acting in a strange or disruptive manner, or who is carrying or wearing suspicious items.
    - 1) Staff makes a determination regarding how safe it is to greet and question such a person, or to immediately contact Emergency Services.
  - C. The third is a person whose behavior is hostile or threatening.
    - 1.) When such a person is present, staff should position themselves so that they can exit the area if necessary, attempt to summon other staff for assistance, and call for Emergency Services for assistance if possible.