

CRITICAL INCIDENT MANAGEMENT PLAN

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- EXPLOSION
- FIRE
- HAZARDOUS MATERIALS INCIDENT
- INFRASTRUCTURE FAILURE
- MEDICAL EMERGENCIES
- SEVERE WINTER WEATHER
- TORNADO
- VIOLENT INCIDENT
- ACTIVE SHOOTER
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A. CONTINUITY OF OPERATIONS PLAN

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Additional Resources

- UNIVERSITY OF IOWA PANDEMIC FLU PLAN
www.uiowa.edu/~crisis/pandemic/index.html
- NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) INFORMATION
www.fema.gov/emergency/nims/components.shtm

PURPOSE

The University of Iowa shall conduct continuous planning to minimize the risk of personal injury and property loss from critical incidents; shall cooperate with public bodies and agencies charged with disaster control; and shall take necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or a disaster.

The University of Iowa is committed to supporting the welfare of its students, faculty, staff and visitors. Preparing a campus critical incident management plan and allocating resources to respond to possible emergencies is one way in which the University offers this support. The plan is fashioned in accordance with appropriate laws, regulations and policies that govern crisis/emergency preparedness and reflects the best and most current thinking in this area.

The Critical Incident Management Plan is designed to maximize human survival and preservation of property, minimize danger, restore normal operations of the University, and assure responsive communications with the University, surrounding neighborhoods and cities. This Plan is set in operation whenever a natural or induced crisis affecting the University reaches proportions that cannot be handled by established measures. A crisis may be sudden and unforeseen, or there may be varying periods of warning. This Plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes, and duration.

The Plan provides for aiding the local communities when appropriate, though the prime responsibility of the Plan is to the University community for which it is designed. The intent is for the Plan to be viewed as a tool to accomplish the above stated purpose with a minimum of confusion and wasted effort.

Additionally, it is believed that a coordinated response to campus critical incidents will provide the following outcomes:

- A more rapid response to critical incidents,
- A more systematic and routine approach to critical incidents,
- A venue for promptly identifying and supporting university decision makers,
- A system for evaluating all critical incidents with the goal of providing improved plans to protect lives and property as well as reduce exposure to vicarious liability, and
- Improved management of public information.

This Plan focuses on the following types of crises:

- Bomb Threat – Page **23**
 - Telephone Bomb Threat Checklist – Page **25**
- Civil Protest – Page **27**
- Earthquake – Page **30**
- Explosion – Page **31**
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- Hazardous Materials Incident – Page **34**
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DEFINITIONS

- A. **Emergency Incident.** Any situation to which the emergency services organization responds to deliver emergency services, including rescue, fire suppression, emergency medical care, special operations, law enforcement, and other forms of hazard control and mitigation.
- B. **Emergency Responders.** A group of individuals who are properly trained and equipped to handle the emergency for which it is called. The unit provides, on a 24 hour basis, immediate response in order to bring the emergency situation under control. Emergency Units are identified, but not limited to:
- University of Iowa Police Department
 - Coralville Police Department
 - Coralville Fire Department
 - Iowa City Police Department
 - Iowa City Fire Department
 - Johnson County Ambulance
 - Johnson County HAZMAT Team
 - Johnson County Sheriff's Department
- C. **Resource Unit.** A unit which provides assistance to emergency units in the form of information, expertise, and/or procurement of materials and services. The unit may or may not respond immediately to an emergency site. Examples of Resource Units are:
- Business Services
 - Facilities Management
 - Environmental Health and Safety Office (Formerly the Health Protection Office)
 - Information Technology Services
 - University Relations
 - Johnson County Emergency Management Agency
 - Iowa Department of Public Safety
 - Iowa Homeland Security & Emergency Management
- D. **State of Emergency:** This situation exists when a critical incident has resulted in substantial disruption of University functions and is likely to be long term and it becomes necessary, for continuity of normal operations and/or the well being of the university community to modify/alter normal functions, established procedures and/or policies without submitting to a formal process.
- E. **Incident Command Center (ICC):** The Incident Command Center will be a location where the Critical Incident Management Team (CIMT) members or their designee will develop response(s) and manage the recovery process related to the incident or crisis situation. The Department of Public Safety's training room will serve as the University's ICC. The CIMT will determine the hours of operations of the ICC and how it will be staffed.

- F. ***Incident Commander (IC)***. The individual in overall command of an emergency incident. Different individuals will take on the role of Incident Commander depending on the type of crisis and level of severity.
- G. ***National Incident Management System (NIMS)***: The President of the United States, under Homeland Security Directive (HSPD) -5 directed the Department of Homeland Security to develop and administer a National Incident Management System (NIMS). NIMS provides a consistent nationwide approach for Federal, State, and local governments; the private-sector; and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of the cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, and local capabilities, NIMS include a core set of concepts, principles, and terminology. The Critical Incident Management Plan (CIMP) incorporates NIMS components, principles, and policies including; planning, training, response, exercises, equipment, evaluation, and corrective actions into the plan where applicable.

A component of NIMS is the Incident Command System (ICS). ICS is a standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organization structure that reflects the complexity and demands of a single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Members of the Critical Incident Management Team as well as appropriate members of the University of Iowa's Department of Public Safety shall be trained and / or familiar with concepts of NIMS and ICS.

AUTHORITY TO DECLARE A CAMPUS STATE OF EMERGENCY

This Critical Incident Management Plan is designed to provide direction for the University of Iowa during an emergency situation. The Plan provides basic procedural guidelines necessary to cope with most emergencies. Emergency response operations will be conducted within the framework of these guidelines. With any crisis situation it is understood that a state of emergency may need to be declared. The authority to declare a campus state of emergency rests with the University President or designee. If a State of Emergency is declared, it may become necessary to restrict access to specific areas on campus to authorized individuals. Only those authorized individuals who have been assigned emergency or resource duties will be allowed to enter the area or building affected by the incident.

PROCEDURE

FACULTY, STAFF, AND STUDENTS SHALL REPORT EMERGENCIES BY DIALING 9 1 1.

(When using 9 1 1, the telephone number you are calling from will also appear on a computer screen in the UIPD or 911 dispatch center.)

In the event of an emergency, the University of Iowa's Department of Public Safety has primary responsibility for immediate response, and shall cooperate and coordinate with official emergency response authorities and University Administration, in accordance with established policies and procedures.

1. The Department of Public Safety facility will serve as the Incident Command Center (ICC) for the University during the critical incident. All outside information flows into this area and out to incident. The Director of Public Safety or designee will contact University Administration as to the extent of damage or seriousness of the incident and recommends whether the Incident Command Center should be placed into operation.
2. The Incident Commander is in charge at the scene of the incident unless such responsibility is transferred to another unit; for example, the Fire Department in the event of a fire or Johnson County HAZMAT in the event of a chemical incident. When the situation is brought under control, responsibility is transferred back to the University.
3. Decisions to close and evacuate a building or to isolate an area immediately after an incident may be made by the Iowa City Fire Department, Johnson County HAZMAT Team, or the University of Iowa Department Of Public Safety, who may consult with the University's Environmental Health and Safety Office, Facilities Management, and/or others as needed.
4. Decisions to reoccupy a building will be made by the agencies identified in Paragraph 3 above or the Critical Incident Management Team. The primary consideration for reoccupying, after consulting with additional resources, will be the safety of the occupants.

CRITICAL INCIDENT MANAGEMENT TEAM

In the event of a crisis incident, the Director of the Department of Public Safety will notify the Vice President for Student Services & Dean of students who will convene the Critical Incident Management Team (CIMT). The CIMT is comprised of members from UI administration and selected department heads. The CIMT will be assembled to address the immediate crisis and disband when the crisis has ended and normal operating systems are in place.

The **Critical Incident Management Team (CIMT)** consists of:

Vice President for Student Service & Dean of Students: Provides liaison with the President and Vice Presidents for reporting the status of the recovery operation and issues related to student matters.

Assistant Vice President & Director of Public Safety: Provides the initial response to the majority of campus emergencies. Acts as liaison with the Vice President for Student Services.

Vice President for Legal Affairs & General Counsel: Provides input to the CIMT on legal matters.

Executive Vice President & Provost: Provides liaison with the President and Vice Presidents for consultation on institutional instruction and faculty matters.

Director of University Relations Administration: Communicates with the news media, public, staff, faculty, and students.

Vice President of Finance and Operations & Director Human Resources: Provides support for human resources elements of recovery and staff notification through University Relations.

Associate Vice President & Director of Business Services: Provides input to the CIMT on University business matters related to the incident.

University Risk Manager: Acts as liaison with insurance carriers and claims adjusters. Coordinates insurance program with continuity planning programs.

Vice President for Research: Provides liaison to affected research areas.

Associate Vice President & Director of Facilities Management: Provides for the planning, construction, operation, and maintenance of University buildings, most campus grounds, and all utility systems.

Senior Vice President & University Treasurer: Communicates with the Board of Regents on response and recovery operations.

Associate Vice President & Chief Information Officer: Advises on issues related to ITS.

Vice President for Medical Affairs: Provides liaison to affected medical areas.

The CIMT may be expanded to include the following or others as needed:

- Director of University Counseling Service
- Senior Assistant Director of Human Resources
- Director of Environmental Health and Safety Office
- Director and CEO of University Hospitals and Clinics
- Director of University Housing
- Director of Animal Resources & University Veterinarian

The CIMT's role is to support the emergency field operations from the Incident Command Center. The CIMT will not respond to the scene nor will they manage the initial response to an incident. It is the responsibility of emergency responders at the scene to isolate, contain and neutralize the incident.

In accordance with National Incident Management System (NIMS), the CIMT will be responsible for managing and directing the activities of the various departments that will be involved in crisis response and recovery. During the initial stages of the crisis, the CIMT will be responsible for providing resources for field operations when requested. It is the responsibility of the person(s) in charge of the scene to communicate with the CIMT to provide status reports and to inform the team as to what resources are needed. The CIMT will be responsible for managing and directing the activities of the various departments that will be involved in crisis response and recovery.

Critical incidents are defined as those situations which have the potential to cause injury or loss of life, major campus disruptions and property damage or loss. The following are examples of events which may be designated as a critical incident which would activate the CIMT. These are merely examples and do not constitute a comprehensive list of possible crisis events.

- Fire, explosion, hazardous substance spill or other damage to campus property which may require closing the site temporarily or permanently.
- Failure of utility systems to the extent that one or more buildings are without service.
- An incident resulting in or with the potential for fatality or major injuries.

Critical Incident Planning Prioritization Criteria

- 1. Protect Human Life; Prevent/minimize personal injury**
- 2. Prevent/minimize damage to physical assets, including structures, animals, and research data**
- 3. Protect the Environment**
- 4. Restore normal operations**

INCIDENT COMMAND CENTER (ICC)

1. Location

The location for the ICC will be the University of Iowa Department of Public Safety facility, located in the University Capitol Centre (UCC).

As needed, University of Iowa will coordinate with Iowa City, Coralville, and Johnson County Agencies through the County's Emergency Operations Center for emergencies involving the city and other areas of the county.

2. Purpose and Role

The purpose of those staffing the ICC is to coordinate response to major emergencies at the University of Iowa and to assist and facilitate the Incident Commander in providing resolution to the incident. The ICC provides information for the support functions of the Critical Incident Management Team to facilitate crisis response and recovery.

EMERGENCY NOTIFICATION

There are various methods by which the University may notify the University of Iowa Community. In the event of an emergency examples of emergency communication are:

1. UI All Hazards Outdoor Warning System -
<http://www.uiowa.edu/~pubsfty/siren.htm>
2. HawkAlert - <http://hawkalert.uiowa.edu/>
3. MASS Email - <http://cs.its.uiowa.edu/email/massmail/>
4. Individual Colleges and Departments Emergency Plans.

NOTE – Some Colleges and Departments have individual emergency plans

Internal Systems Operations

The use of these systems will be authorized by the President's Office, or designee, when it is necessary to transmit brief *urgent* messages to large segments of the University community.

The information directory will be maintained by Information Technology Services (ITS) who will have the responsibility to receive and/or relay messages pursuant to these systems. Messages transmitted using these systems will typically include information concerning emergency weather and other Critical Incidents as defined in this document affecting the entire campus. These messages will be initiated from ITS and are usually worded as follows:

“The President's Office has authorized the following Alert message _____. Please relay this information to affected individuals within your department or work area.”

Each department is responsible for making certain that individuals under its supervision are aware of the HawkAlert systems and how the messages received are to be transmitted to other offices under its jurisdiction.

In addition to the HawkAlert systems, the Critical Incident Management Team may also employ other methods for notifying those within the University community including the campus's all hazard outdoor warning system, telephone calling lists, cell phones, two-way radios, University Police Officers and Guards as well as other University personnel.

Public Information

University Relations serves as the authorized spokesperson for the University. All public information must be coordinated and disseminated by their staff with assistance from other University departments and/or personnel.

University policy requires that only certain administrators may speak on behalf of the University. These spokespersons are the President and the Director of University Relations. Under certain circumstances, the previously named administrators may designate others as spokespersons.

In the event that regular telecommunications on campus are not available, University Relations will center media relations at a designated location. Information will be available there for the news media and, where possible, for faculty, staff, and students. Official information will be made available as quickly as possible to the Campus Information Center located in the Iowa Memorial Union.

During critical incidents, University Relations will work with each organizational unit to gather accurate and substantial information regarding the situation and details regarding the University response. University Relations, working with other CIMT members, will provide notification to customers, employees, and the general public on progress toward recovery.

EVACUATION AND RELOCATION

1. Transportation of persons shall be coordinated with appropriate Department of Public Safety and Parking/Transportation Department personnel for the purpose of evacuation and relocation of persons threatened by or displaced by the incident. A temporary shelter or facility such as Burge Hall, the Iowa Memorial Union, the Field House, or Carver Hawkeye Arena will be selected if needed. Coordination for assistance, equipment, and supplies will be determined at the relocation site as needed.
2. The primary responsibility for the protection of property, assessment of damage, and restoration of normal operations shall be given to the appropriate University service unit. These University service units will include:
 - **Facilities Management:** Coordinates all services for the restoration of electrical, plumbing, heating, and other support systems as well as environmental enclosure and structural integrity. Assesses damage and makes a prognosis for occupancy of the structure affected by the disaster.
 - **Information Technology Services:** Coordinates support for data processing resources at the main data center and the designated recovery sites; provides alternate voice and data communications capability in the event normal telecommunication lines and equipment are disrupted by the disaster. Evaluates the requirements and selects appropriate means of backing up the ITS telecommunications network.
 - **Department of Public Safety:** Provides safety and security for people and facilities, as well as emergency support to affected areas, and notification mechanisms for problems that are or could be disasters. Extends a security perimeter around the functional area affected by the disaster.

Evacuation/Rescue Plan for Persons with Disabilities

Even though emergency personnel are usually available to assist with evacuation, this may not always be the case. Those with mobility concerns or other concerns that would make independent evacuation difficult are encouraged to make alternative plans and arrangements in advance which will increase the likelihood that individuals will be able to exit a building safely in the event of an emergency.

Every individual must quickly become familiar with their area by locating exits, stairwells, elevators, firefighting equipment, fire alarms, and possible areas of rescue.

NOTE: *Possible areas of rescue can be in a stairwell/fire escape, areas adjacent to a stairwell or fire escape, a window facing the outside or a room within the structure; attempt to select a room with a phone. It is understood that older structures may not have adequate landings within the stairwells to accommodate wheelchairs. Individuals are encouraged to use protected stairwells for exiting if possible.*

For those who have difficulty speaking or those with hearing impairments who have difficulty judging volume, it may be useful to carry a whistle or a similar device for the purpose of announcing your location to emergency services personnel who will be attempting to search for those in need of assistance. Individuals are encouraged to carry personal cell phones to contact emergency services personnel if in need of assistance. Contact University Public Safety by phoning 335-5022 (**NOTE: when calling a university number from a cell phone you must press all seven digits. Depending on your phone service you may also have to include the area code.**) In case of an emergency, press **9 1 1**. Be prepared to give your name, your building, floor and location, the reason why you are calling and your particular needs.

Advise others (supervisors, administrators, instructors, colleagues, fellow students) about any concerns that you may have related to emergency exiting and how they can assist you in the event of an emergency. This can include assistance in exiting a building, assistance to areas of rescue and alerting emergency services of your location. (***For exiting concerns related to Tornadoes or Bomb Threats, please see the appropriate Section herein.***)

Assisting Those with Disabilities, Evacuation Guidelines

It is recommended that each Department establish a “buddy” system in which volunteers and alternates are recruited and paired with persons who have known disabilities that would create special evacuation needs. Volunteers should become familiar with the special evacuation needs of their buddies and plan to alert and assist them if an evacuation is ordered. Volunteers should keep in mind that many people with disabilities can assist in their evacuation.

Persons With Visual Impairments

In the event of an emergency tell the person the nature of the emergency and offer to guide him/her. As you walk, tell the person where you are and advise of any obstacles. Do not grasp a visually impaired person’s arm. Offer your arm for guidance.

Persons With Hearing Impairments

Persons with impaired hearing may not perceive emergency alarms and an alternative warning technique is required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route/safe staging area.
- Tapping the person on the shoulder or turning the light switch on and off to gain attention, then indicating through gestures, or in writing, what is happening and what to do.

Persons Using Crutches, Canes, or Walkers

If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person, lock-arm position, having the person sit in a sturdy chair, preferably with arms; some buildings have evacuation chairs specific for stairway travel. For level travel, an office chair with wheels could be utilized.

Non-Ambulatory Persons

The needs and preferences of non-ambulatory persons will vary. Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor. Two volunteers are needed in carrying a person and wheelchair. It is advisable to arrange a two-person, lock arm carry or use an evacuation chair to manage stairways. Some people have minimal ability to move and lifting them may be painful and/or injurious. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately.

Always consult the person as to his/her preference with regard to:

- Ways of being removed from the wheelchair.
- The number of people necessary for assistance.
- Whether to extend or move extremities when lifting because of pain, catheter bags, braces, etc.
- Whether a seat cushion or pad should be brought along if he/she is removed from the chair.
- Being carried forward or backward on a flight of stairs.
- After-care needs, if removed from a mobility device (wheelchair, scooter, etc).

DAMAGE ASSESSMENT AND RECOVERY

1. Departmental Notification

The Department of Public Safety shall be responsible for securing the incident site and notifying the designated representative (or alternate in designee's absence) of the following departments:

Department of Risk Management, Insurance, and Loss Prevention

Director Office: 335-0010

Alternate - Assistant Vice President & Director of Office of Business Services
Office: 335-0060

Facilities Management -

Director, Building & Landscape Services Office: 335-5038

Director, Utilities & Energy Management Office: 335-1884

Director, Business & Financial Services Office: 335-5084

Director, Planning, Design and Construction Office: 335-1205

Compliance Manager, Environmental Services Office: 335-6190

Alternate - Associate Vice President & Director of Facilities Management
Office: 335-1248

University Housing

Director Office: 335-3000

Alternate – Associate Director, Facilities and Operations Office: 335-9970

University Relations

Director Office: 335-0557

Alternate – Director of University News Services Office: 384-0000

Individuals so notified shall immediately respond, meeting for the purpose of determining the extent of damages, recovery activities, relocation needs, and public information needs that are immediately required.

To the extent that hazardous materials or chemicals are involved, the Department of Public Safety shall notify the Environmental Health and Safety Office. All emergency clean-up and recovery activities shall be subject to instructions of the Environmental Health and Safety Office in accordance with the requirements of public authorities. See the **Hazardous Materials Incident** section for further information.

2. Departmental Responsibilities

To the extent that damage is minimal and relocation of activities is not required, Facilities Management (FM) shall be responsible for all site clean-up, debris removal, and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, FM shall be responsible for preparation of plans, specifications or cost estimates for building remodeling, and equipment repair/replacement.

3. Property Loss Reporting Requirements

Preliminary reports regarding the cause of the loss, the extent of damage, and the plans for recovery and relocation shall be provided to the University Business Manager by the Director of Risk Management within 24 hours, in accordance with the University Operations Manual, Section V Chapter 15.

All losses shall be reported by the Department of Risk Management, Insurance, and Loss Prevention to the State Board of Regents Office.

DEALING WITH A DISRUPTED WORK OR ACADEMIC ENVIRONMENT

The University seeks to provide a work environment that supports people and the business of the University.

In those situations that, due to equipment malfunction, weather, or other crisis situations, work space is uninhabitable because of heat, cold, water, smoke, or other conditions that make the work site unsafe or uninhabitable, supervisors will make a decision relative to continuation of services at that location. If the supervisor, based on consultation with appropriate University officials, his/her knowledge of the term and severity of the condition, and based on a reasonable person standard, decides to vacate the work site he/she shall use the following guidance.

- If possible, services to students, faculty, staff and the public should be continued at an alternate work location within the college, vice-presidential area, or hospital unit/clinic. Supervisors should identify these alternate work locations in advance and advise faculty and staff of the location and the situations which would require relocation to the alternate work site (i.e., lack of heat, fumes, and threats to safety/security).
- If space is not available in locations noted above for all or a portion of the affected staff, they should meet at public facilities on campus, i.e. IMU, Library. To the extent possible, normal workflow should be maintained. If computers, phones, and other necessary equipment are not available, staff should engage in planning, evaluation, or training activities, which require staff presence but not operational equipment.
- If the options listed above are not feasible, the supervisor can authorize staff to work at home (if appropriate) or they may approve an alternate work schedule to make up the time.
- If none of the above options are feasible, staff may be required to utilize paid leave (vacation) or unpaid leave, during periods of disruption. It is the University's intent to avoid this option if possible.

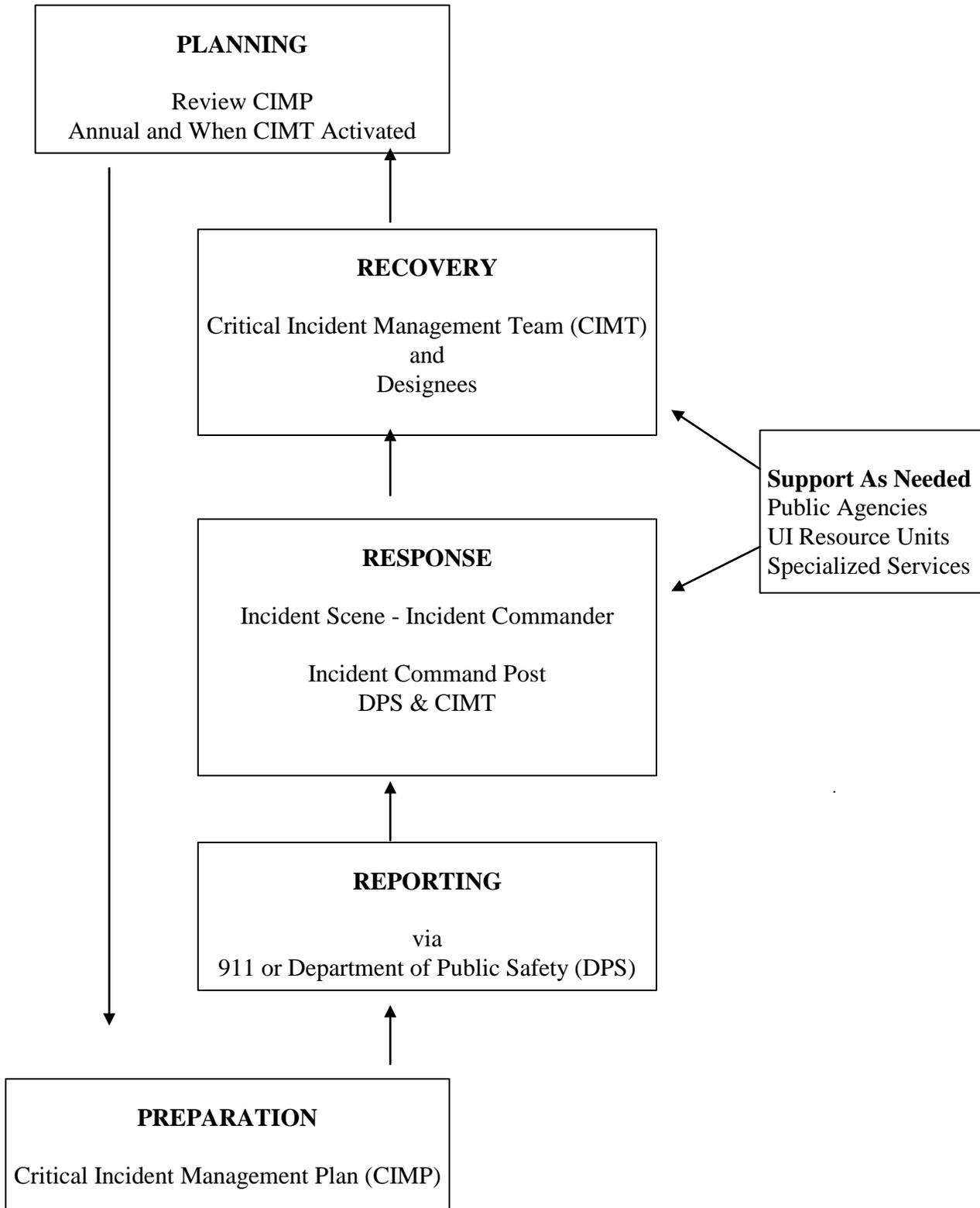
Supervisors are responsible for monitoring the availability of the original work space and for notifying staff and faculty when it is appropriate to return to the regular work area.

Determinations as regards classes will be made by the academic units in coordination with the Provost's Office.

REVIEW OF THE CRITICAL INCIDENT MANAGEMENT PLAN

1. Representatives from the Department of Public Safety, Risk Management, Environmental Health and Safety Office, Facilities Management, and University Housing will review the Critical Incident Management Plan on an annual basis and revise as needed. Before a date is set for review of the plan, notification will be sent to the Critical Incident Management Team.
2. Additionally, the plan will be reviewed as appropriate following an event that requires the activation of the Critical Incident Management Team.

CRITICAL INCIDENT MANAGEMENT PLAN



CRITICAL INCIDENTS AND RESPONSE STRATEGIES

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BOMB THREAT

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please *DO NOT* attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the Department of Public Safety. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

IMMEDIATE ACTION

- Remain calm and immediately refer to the attached bomb threat checklist. If your telephone is equipped, pay attention to the display and record the information shown in the display window.
- The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
- Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
- Attempt to obtain information on the location of a device (building, floor, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- **Immediately** after the caller has ended the call, notify the University Police (UIPD) by dialing **9 1 1**.
- If the threat was left on your voice mail, **do not erase**.
- Notify the immediate supervisor within your work area.

DECISION

The decision to evacuate a University facility shall be made after a thorough evaluation of the information available, including but not limited to:

- The nature of the threat
- The specificity of location and time of detonation
- Circumstances related to the threat (i.e. political climate, series of events leading to the threat, etc.)
- Discovery of a device or unusual package, luggage, etc.

The University Police will dispatch a search team and will organize the search. Other emergency units will be alerted to the threat and asked to stand by for further instructions. Any employee who wants to leave the building will be permitted to do so. Persons leaving the building should report to a specified location for further instructions. (*See Section XI, Dealing with A Disrupted Work or Academic Environment*).

Bomb Threat, continued

DECISION MAKER(S)

The decision to evacuate will be made by the Director of Public Safety or designee in consultation with the President and/or appropriate individuals in University administration. *(See Section IX, Evacuation/Rescue Plan for Persons with Disabilities).*

SUBSEQUENT PROCEDURES/INFORMATION

Staff can be of assistance to the University Police in several ways. Staff will be more familiar with their work area than the UIPD officers. As the search is conducted, staff may be asked to identify boxes or objects in their work area. The importance of good housekeeping will be very apparent at this time. Throughout the year, it is important to keep areas free of unnecessary debris. If an evacuation is necessary, classes will be dismissed. If a device, package, bag, etc. is discovered, University Police will notify the Johnson County Bomb Squad for assistance. The decision to resume normal activities in the building will be made jointly by the Assistant Vice President & Director of Public Safety or a designee in consultation with the president and/or appropriate individuals in University administration. University Police will want to interview the person who received the threat.

TELEPHONE BOMB THREAT CHECKLIST

KEEP CALM: Do not get excited or excite others.

TIME: Call received _____ am/pm Terminated _____ am/pm

EXACT WORDS OF CALLER: _____

DELAY: ASK CALLER TO REPEAT.

Questions you should ask:

Time bomb is set to explode? _____
Where located right now? _____
What does the bomb look like? _____
What kind of bomb is it? _____
What will cause the bomb to explode? _____
Did you place the bomb? _____
Why did you place the bomb? _____
What is the address? _____
What is your name? _____

CALLER'S DESCRIPTION

Sex of Caller _____ Race _____ Age _____ Calm Nasal Soft Angry
 Stutter Loud Excited Lisp Laughter Slow Rasp Crying
 Rapid Deep Normal Distinct Slurred Whispered Ragged
 Clearing Throat Deep Breathing Cracking Voice Disguised
 Accent Type _____ Familiar _____

BACKGROUND NOISE

Street Noises Factory Machinery Voices Crockery Animal Noises
 Clear PA System Static Music House Noises Long Distance
 Local Motor Office Machinery Booth
 Other _____

BOMB THREAT LANGUAGE

Well Spoken (educated) Incoherent Foul Taped Irrational
 Message read by threat maker

REMARKS _____

Your Name _____

Your Job Position _____

Your Telephone Number _____

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CIVIL PROTEST

A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in *many* cases campus protests such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Disruption of the normal operations of the University.
- Obstructing access to offices, buildings, or other University facilities.
- Threat of physical harm to persons or damage to University facilities.
- Willful demonstrations within the interior of any University building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property.
- Unauthorized entry into or occupation of any University room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any University property, equipment, or facilities.

IMMEDIATE ACTION AND DECISION MAKER(S)

If any of the above conditions exist, University Police should be notified and will be responsible for contacting and informing the President and the Vice President for Student Services.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

1. **Peaceful, Non-Obstructive Protest**
 - A. Generally, peaceful protests should not be interrupted. Protestors should not be obstructed or provoked and efforts should be made to conduct University business as normally as possible.
 - B. If protestors are asked, at the President's or designee's request, to leave but refuse to leave by regular facility closing time:
 - Arrangements will be made by the Vice President for Student Services to monitor the situation during non-business hours, or
 - Determination will be made to treat the violation of regular closing hours as a disruptive protest. (See Section 2)

Civil Protest, continued

2. Non-Violent, Disruptive Protest

In the event that a protest blocks access to university facilities or interferes with the operation of the University:

- A. The Vice President for Student Services or his/her designee will go to the area and ask the protestors to leave or to discontinue the disruptive activities.
- B. If the protestors persist in disruptive activity, the following statement will be read by a selected University administrator as circumstances permit:

“I am _____, speaking on behalf of the University of Iowa. The University’s Code of Student Life forbids at Section 5 and 6:

- 1) *Intentional interference with the right of access to University facilities by others entitled to use them or with the rights of other persons on the campus.*
- 2) *Willful demonstrations within the interior of any University building or structure except as specifically authorized.*

Individuals here present violating these rules may be subject to disciplinary action, up to expulsion from the University. The individuals may also be subject to arrest for criminal trespass, pursuant to Iowa Code #716.7(2)(b).”

- C. If the protestors persist in disruptive behavior after the above administrative message is read, the following statement shall be read as circumstances permit:

“The University has requested that law enforcement clear this area. The University’s administration will now withdraw from this area to permit law enforcement to do so.”

Immediately followed by:

“I am _____, of the University of Iowa Police Department. I am asking you to leave these premises and disperse. If you do not now leave, you will be in violation of Chapter #716.7(2)(b) of the State Code of Iowa, Criminal Trespass. If you do not immediately disperse, you may be arrested and charged with the violation of this act.”

Civil Protest, continued

3. Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or property occurs or appears imminent, the following will occur:

A. During Business Hours

- The University Police will be notified immediately. UIPD will in turn contact the Vice President for Student Services & Dean of Students and other key administrators.
- If advisable, the Vice President for Student Services & Dean of Students will alert the President.
- The President, in consultation with the Vice President for Student Services & Dean of Students and the Assistant Vice President & Director of Public Safety will determine any further actions.

B. After Business Hours

- The University Police will be notified immediately of the disturbance.
- UIPD will investigate the disruption and report and notify the Assistant Vice President & Director of Public Safety, who will inform the Vice President for Student Services & Dean of Students and other key administrators.
- The Vice President for Student Services & Dean of Students will report the circumstances to the President.

NOTE: If possible, an attempt should be made to communicate with the protestors to convince them to desist from engaging in violent activities in order to avoid further escalation of possible violent confrontation.

SUBSEQUENT PROCEDURES/INFORMATION

If it becomes necessary, the Director of Public Safety or designee will call for assistance from the Iowa City Police Department or other law enforcement agencies as needed. If assistance is needed with mass transportation, the Director of Public Safety will call for assistance from the University of Iowa Department of Parking and Transportation.

Efforts should be made to secure positive identification of protestors in violation to facilitate later testimony, including photographs if deemed advisable. Additionally, efforts should be made to video tape any police action for future reference.

(REFER TO APPLICABLE UNIVERSITY OF IOWA STUDENT CODE OF CONDUCT AND OPERATIONS MANUAL PROVISIONS)

EARTHQUAKE

An earthquake is the result of a sudden release of energy in the Earth's crust (ground) that creates seismic waves (shaking). Although Iowa isn't known for having earthquakes, the New Madrid, Missouri seismic zone, is located within 400 miles of the campus and a seismic wave and potential damage could occur here.

IMMEDIATE ACTION

If inside a building

- Stay indoors and seek shelter under sturdy tables, desks, or inside doorways. Do not use elevators. Stay away from windows, wall hangings, suspended objects, and tall unsecured furniture (bookcases, cabinets, or appliances)

If you're outside

- Stay in the open, away from buildings, trees, and power lines. Don't go near anything where there is a danger of falling debris.

After the seismic waves (shaking stops)

- Be prepared for aftershocks. Earthquakes sometimes occur in a series of tremors, which could last for a period of several days. Aftershocks, or even a series of aftershocks, are common after earthquakes and may last for a few seconds to perhaps as long as 5 minutes or more.
- Attempt to safely evacuate the building. For additional information on evacuations, see **Section IX, Evacuation/Rescue Plan For Persons With Disabilities**.
- If you are trapped inside a building, try calling for help by yelling, banging on building materials around you, or by using a telephone or cell phone (if service is available).
- Be alert for gas and water leaks, broken electrical wiring, downed electrical lines, or ruptured sewer lines. Whenever possible, turn the utility off at its source.
- Don't re-enter damaged buildings. Aftershocks could cause more damage or knock them down.

DECISION

Emergency units will respond and make decisions regarding the control and abatement of the incident. These units will issue an "all clear" for safe building re-entry, when appropriate.

DECISION MAKER(S)

The emergency unit or agency in control will decide when to turn control of the scene back over to the appropriate University entity.

SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and degree of the incident, other supporting agencies and University resource units may be brought in for services or assistance.

EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

IMMEDIATE ACTION

- Get out of the building as quickly and calmly as possible.
- As soon as possible, and from a safe location, press **9 1 1** on a telephone to report the incident.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas. See **Section IX, Evacuation/Rescue Plan For Persons With Disabilities**. Keep streets and walkways clear for emergency vehicles and crews.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

DECISION

The responding emergency unit will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

DECISION MAKER(S)

The emergency unit or agency in control will decide when to turn control of the scene back over to the appropriate University entity, e.g., the University Police or facility tenant(s). Depending on the nature of the incident, other public response and law enforcement agencies may be involved in decisions or control of the scene, e.g., criminal actions.

SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and degree of the explosion incident, other support agencies and University resource units may be brought in for services or assistance.

FIRE

Reasons for evacuating a building:

- Visible signs of smoke and/or fire,
- Activation of a building's fire alarm system

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by pressing **9 1 1** on a telephone.

IMMEDIATE ACTION

For the person discovering the fire:

- Extinguish only if you can do so safely and quickly.
(See Appendix B for information on the operation of fire extinguishers)
 - After the fire is extinguished, call UI Police - Dial **335-5022**
 - In case of emergency - call **9 1 1**
- If the fire cannot be extinguished:
 - Confine the fire by closing the doors
 - Activate (pull) the nearest fire alarm, if there is one
 - Notify the Fire Department – call **9 1 1**
 - Alert others
 - Meet the Fire Department when they arrive

For occupants of the building:

- Close the doors to your immediate area.
- EVACUATE the building via the nearest exit. Assist others in exiting the building.
- DO NOT use elevators.
- Avoid smoke filled areas.

For persons evacuating from the immediate fire area:

- Feel door from top to bottom. If it is hot DO NOT proceed; go back.
- If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
- If no smoke is present, exit the building via the nearest stairwell or exit.
- If you encounter heavy smoke in a stairwell, go back and try another stairwell.

For persons with mobility concerns:

- See **Section IX, Evacuation/Rescue Plan For Persons with Disabilities**

FIRE, continued

DECISION

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the University Police. University Police will decide when to turn control of the scene back to the facility tenant(s).

DECISION MAKER(S)

The Fire Department will make decisions regarding the control and abatement of the fire incident, and issuing or not issuing all clear for safe building re-entry and occupancy. At the discretion of the Fire Department Incident Commander, site control will be transferred to the appropriate University entity, e.g. the University Police or the facility tenant(s).

SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and degree of the fire incident, other support agencies and University resource units may be brought in for service or assistance.

HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. Simple spills maybe managed by trained person(s) or person(s) who are familiar with their departments spill protocol. Major spills or emergencies are chemical spills or incidents requiring assistance from 24-hour emergency agencies, i.e. the Fire Department or Johnson County Hazardous Material (HAZMAT) Team. The University does not have a fire department or HAZMAT Team.

Simple Spill

Does not spread rapidly.
Does not endanger people.
Does not endanger the environment,
outside of the spill area
Trained individual or an individual
familiar with their spill protocol

Major Spill or Emergency

Spreads rapidly.
Presents an inhalation hazard.
Endangers people or environment.
Involves a personal injury or rescue.
Must call **9 1 1**

Additional information is available through the Environmental Health and Safety Office (EHS) website: <http://www.uiowa.edu/~hpo/>

IMMEDIATE ACTION

- Simple spills should be cleaned up by the person causing the spill.
- Major spills or emergencies
 - Call **9 1 1**
 - Evacuate, assemble at a safe distance
 - Account for individuals
 - Wait for and provide information to responders

Notifications and Reporting

- Incident involving any radioactive materials, notify:
Radiation Protection Section in the Environmental Health and Safety Office at 335-8501 (for all hours)
- For a major chemical spill, notify:
Environmental Health and Safety Office at 335-8501 during business hours
(M-F 8-12 a.m. and 1-5 p.m.)
University Police at 335-5022 during non-business hours
- An incident involving an oil spill, a release of hazardous material to the environment or beyond University boundaries, or asbestos inside a building or structure, notify:
University Environmental Manager, at 335-6190, during business hours
University Police at 335-5022, after business hours

Reports to Iowa Department of Natural Resources must be made as soon as possible and not later than six hours after discovery of the incident.

HAZARDOUS MATERIALS INCIDENT, continued

DECISION

- Determine if emergency responders are needed.
- Determine if immediate hazards are under control and the situation is stabilized.
- Determine if the site can be reoccupied or if further remediation or repair is needed.

DECISION MAKER(S)

The decision to call for emergency assistance may be made by:

- a user
- a person discovering an spill incident
- a University resource or emergency unit receiving a call for assistance.

The decision that an incident is controlled and stabilized is made by the emergency response agency, i.e. the Incident Commander from the Fire Department or Johnson County HAZMAT Team. After immediate hazards have been controlled and stabilized, the Incident Commander will transfer authority and responsibility for the site to the University Police. University Police will transfer responsibility back to the unit, department, or facility tenant, as appropriate for the situation.

Emergency agencies and units may request input for decision-making from University resource units; for example, to determine that re-occupancy is safe.

SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, University resource units, or specialized contractors.

INFRASTRUCTURE FAILURE

The University of Iowa campus may experience infrastructure failures or problems with the electricity, computer, steam, water, or telephone systems.

IMMEDIATE ACTION

- Problems related to water, electricity, or steam, call:
FM Work Control Center at 335-5071
- Problems related to the telephone systems, call:
ITS at 335-2949
- Problems related to computer systems, call:
ITS at 384-4357

DECISION

The first responders, either FM or ITS, will determine whether a critical incident exists, will report to the appropriate department heads and, in the event that a critical incident exists, the Assistant Vice President & Director of Public Safety will notify the Vice President for Student Services & Dean of Students who will convene the Critical Incident Management Team (CIMT).

MEDICAL EMERGENCY

A medical emergency can be as small as an injury or sudden illness of a co-worker to a mass illness. For cases involving a mass campus illness refer to the Pandemic Flu Plan.

IMMEDIATE ACTION

- Remain CALM
- For any medical emergency, call **9 1 1** immediately
- Provide the operator / dispatcher with the following:
 - Who you are
 - Where the incident is occurring (address, building name, floor, and or room number)
 - What has happened (mechanism of injury or what lead up to the illness)
 - Stay on the phone with the operator / dispatcher; some are trained to provide the caller with emergency first aid procedures.
 - Have another person go outside to greet the emergency responders to lead them back to the person
- Stay with the patient
- Avoid moving an injured person (patient), unless the person is in immediate danger of further injury. The patient shall be moved as one unit with their spine / back in line.
- Use “Universal Precautions” and / or avoid any contact with blood / bodily fluids.
- Only persons properly trained in first aid and CPR should administer such aid, unless being directed by the 911 operator / dispatcher.

SEVERE WINTER WEATHER

In circumstances involving severe winter weather, University Police and/or Facility Management will determine the condition of roads and walkways and advise University administration.

IMMEDIATE ACTION

University personnel (Facilities Management, Parking & Transportation, University Housing, UIHC, & Athletics) will respond during all winter storms to remove snow and spread sand / salt if ice is present.

DECISION

When weather conditions are so extreme that administration decides it is necessary to postpone or cancel any University activity, the campus will be notified as follows: the Director of University Relations will inform the appropriate University departments and make a public announcement on the status of University activities. If cancellations are to be announced, care will be taken to make a public announcement at the earliest possible time. (UI Operations Manual, II.22.2)

TORNADO

A **tornado watch** means conditions are right for the development of a tornado. During a tornado watch, staff should be alert to weather conditions.

A **tornado warning** means that a tornado has been sighted or indicated by National Weather Service radar. The University of Iowa will activate the outdoor warning system and HawkAlert, upon official tornado warning notification from the Johnson County Sheriff's Office and the National Weather Service. The outdoor warning system will sound the "alert" tone for 3 minutes, followed by a pre-recorded voice message announcing the warning. When you hear these sirens, take cover immediately, and seek additional information from local media sources.

Note – The warning sirens are intended to warn persons outdoors, to seek shelter.

The tornado season for the Iowa City area is primarily April through June, but possibilities of tornados can be from March through October.

IMMEDIATE ACTION

- Remain calm and avoid panic.
- **AREAS TO SEEK SHELTER** – rooms and corridors in the innermost part of a building at the lowest level possible.
 - **AREAS TO AVOID** – stay clear of windows, corridors with windows, or large free-standing expanses. (Examples are auditoriums and cafeterias). There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.
- DO NOT use elevators during a tornado warning.
Persons with mobility concerns should seek shelter in an area suggested above at the time of a tornado watch; DO NOT wait for a tornado warning.
- Close all doors, including main corridors, making sure they latch.
- Crouch near the floor or under heavy, well supported objects and cover your head.

Once the tornado warning has been allowed to expire or is cancelled by the National Weather Service, the outdoor warning system and HawkAlert will transmit the information via messages and pre-recorded voice announcements.

DECISION

If a tornado damages any of the University of Iowa buildings, the decision to return to your work space or vacate the affected building(s) will be made by the Director of Public Safety or designee in consultation with the University President or designee and Facilities Management.

VIOLENT INCIDENT

Violent incidents including but not limited to acts of terrorism, assaults, and incidents of workplace violence can occur on the University campus with little or no warning. It should be noted that the following instructions are intended for incidents that are of an emergency nature (i.e., imminent or having just occurred).

IMMEDIATE ACTION

- Emergency situations should be reported to law enforcement by dialing **9 1 1**. When **9 1 1** is dialed, the Iowa City Police Department will receive the call and contact the University of Iowa Police using a dedicated line between the two departments if the incident is located on University property.
- When you dial **9 1 1**, be prepared to provide as much information as possible, such as the following:
 - what is happening
 - the location
 - who is involved
 - type of weapon(s) involved, if any
 - your name and address
- Taking the time to provide such information will not delay law enforcement response. Complete information may allow them to handle the matter more effectively.

DECISION MAKER(S)

The decision to call in additional law enforcement agencies will be made by the Director of Public Safety or designee in consultation with appropriate individuals in University administration. However, in all cases involving homicide, the State Division of Criminal Investigation (DCI) will be contacted to conduct the investigation.

SUBSEQUENT PROCEDURES/INFORMATION

Members of the University of Iowa community can enhance the safety of all and be of assistance to the University Police and visiting law enforcement agencies by cooperating fully with instructions given by authorities.

ACTIVE SHOOTER

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and focused. Use these guidelines to help you plan a strategy for survival.

- **If you hear what sounds like gunshots or popping**, immediately assume they are gunshots and don't investigate. You need to quickly decide one of three courses of action:
 - Can you stay where you are and secure yourself from the shooter? If so, take action to secure yourself, and, if it is safe, immediately call **911**.
 - Can you escape the building or get to an area where you are secure from the shooter (or at least some place where the shooter can't see you)? Get to a secure area if possible, and immediately call **911**.
 - Are you unable to escape from the shooter? If you are unable to escape, you need to assess the situation to see if you can shield yourself, or if you need to prepare to take aggressive action to protect yourself.

The information below will aid in deciding on which course of action might be your best option:

- **If an active shooter is outside your building**, proceed to a room that can be locked if possible, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call **911**; you may hear multiple rings but stay on the line until it is answered. Tell the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police, or a campus administrator known to you, gives the "all clear." *Unfamiliar voices may be the shooter 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.*
- **If an active shooter is in the same building you are**, determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph. If your room can't be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below. *If the room cannot be locked, barricade the door with heavy furniture such as desks, tables, and bookcases if possible.* If you determine that escape is possible, run and attempt to alert others *as you exit the area/building*. As you exit, warn others from entering the area/building of danger.

ACTIVE SHOOTER, continued

- **If an active shooter enters your office or classroom**, try to remain calm. Dial **911**, if possible, and alert police to the shooter's location; *if you can't speak, leave the line open* so the dispatcher can listen to what's taking place. At times the location of a **911** call can be determined without speaking. If there is absolutely no opportunity for escape or hiding, attempt to shield yourself with any available object (i.e., desk, book bags, computers, etc.) It might be possible to negotiate with the shooter. If you and others decide to make an attempt to overpower the shooter, realize this will involve significant risk and cannot be accomplished half-heartedly. If the decision is made to confront and attempt to overpower the shooter, experts recommend spreading out and not standing in a group. It may be possible to disorient the shooter by yelling and throwing items. Remember, this will involve significant risk and may involve final attempts to preserve innocent lives. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind.

- Do not attempt to carry anything while fleeing; move quickly, **keep your hands visible**, and follow the instructions of any police officer you may encounter and remain calm.
- The police officer's verbal commands will be loud and extremely insistent; do not be offended.
- Do not ask questions, but provide important information (such as the location of the shooter) if you are certain of such information.
- Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible.
- Do not try to drive off campus until advised it is safe to do so by police or campus administrators; law enforcement authorities will want to speak with you to obtain information.

WATER DAMAGE

Water damage may be caused by domestic water systems or by the flooding of rivers and/or streams overflowing their banks.

- Water damage caused by domestic water or sewer systems normally doesn't endanger people but can cause extensive damage to the building and equipment.
- Floods caused by overflow of rivers and streams are extremely dangerous and may require the evacuation of buildings.

IMMEDIATE ACTION

- For water damage caused by a utility system inside a building:
 - Call 335-5071 (FM Work Control Center) to report the building and room number.
 - Where possible, protect University property from all damage.
 - FM personnel will remove the water and perform building repairs.
- For floods caused by rivers and/or streams overflowing their banks, consult the University's Flood Plan. Copies of the flood plan are available from UI Risk Management at 335-0010.

DECISION

The responding FM personnel will control and make decisions at the scene. They will decide when to turn control back over to the building occupants or appropriate university personnel when outdoor areas are involved.

DECISION MAKER(S)

DPS in consultation with FM personnel will make decisions regarding control and access to buildings/areas affected by water damage, and issuing or not issuing all clear for safe building/area re-entry and continued occupancy.

SUBSEQUENT PROCEDURES/INFORMATION

In extreme cases, it may be necessary to request assistance from local, state or federal agencies. Such requests for assistance will be coordinated by the Critical Incident Management Team.

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THE UNIVERSITY OF IOWA CONTINUITY OF OPERATIONS PLAN

Est. December 20, 2001

PURPOSE:

In keeping with the University of Iowa's overall mission to provide an environment where scholarly and creative endeavors are advanced, it is imperative that the University of Iowa establish guidelines for dealing with critical incidents. These plans should also include instructions for continuing university functions when the normal environment is disrupted or specific operations are taken out of service.

SCOPE:

While it is understood that the causes for disruption of normal services and functions can be many and varied, the plan for continuity of services is constructed to address recovery efforts and the decision making process. Consideration was given to the following events in the formation of this plan.

- Bomb Threat
- Civil Protest
- Earthquake
- Explosion
- Fire
- Hazardous Materials Incident
- Infrastructure Failure
- Medical Emergencies
- Severe Winter Weather
- Tornado
- Violent Incident
- Active Shooter
- Water Damage

The University of Iowa's Continuity of Operations Plan is intended to work in combination with the University of Iowa Critical Incident Management Plan (CIMP). Specific instructions for addressing individual incidents listed above are covered in the CIMP.

While plans presently exist to respond to and manage all manner of critical incidents at the administrative level, this addendum will focus solely on how the university will attempt to continue normal operations under adverse conditions.

PROCEDURE:

In the event that normal functions at the University of Iowa are disrupted regardless of the event, the following actions will commence.

- An incident command center shall be established at the U of I Department of Public Safety facility to receive all incoming information related to the incident and to dispatch information and resources to the scene and to UI administration.
- The Incident Commander shall remain at the scene to coordinate response and recovery along with various emergency responders as well as appropriate university, city, county, state and federal agencies. The Incident Commander shall be in communication with the Assistant Vice President & Director of Public Safety.

(For complete information related to critical incident response the university community should refer to the *University of Iowa Critical Incident Management Plan* located on the University website.)

CRITICAL INCIDENT MANAGEMENT TEAM

In the event of a crisis incident, the Director of the Department of Public Safety will notify the Vice President for Student Services & Dean of Students who will convene the Critical Incident Management Team (CIMT). The CIMT is comprised of members from UI administration and selected department heads. The CIMT will be assembled to address the immediate crisis and disband when the crisis has ended and normal operating systems are in place. The CIMT will also direct responsible parties to coordinate resumption of normal operations or modifications of normal functions and activities as needed and aid in determining what internal/external resources are needed in order for the university to continue operating. Depending upon the circumstances, it may not be necessary to convene the entire CIMT.

The **Critical Incident Management Team (CIMT)** consists of:

Vice President for Student Service & Dean of Students: Provides liaison with the President and Vice Presidents for reporting the status of the recovery operation and issues related to student matters.

Assistant Vice President & Director of Public Safety: Provides the initial response to the majority of campus emergencies. Acts as liaison with the Vice President for Student Services.

Vice President for Legal Affairs & General Counsel: Provides input to the CIMT on legal matters.

Executive Vice President & Provost: Provides liaison with the President and Vice Presidents for consultation on institutional instruction and faculty matters.

Director of University Relations Administration: Communicates with the news media, public, staff, faculty, and students.

Vice President of Finance and Operations & Director Human Resources: Provides support for human resources elements of recovery and staff notification through University Relations.

Associate Vice President & Director of Business Services: Provides input to the CIMT on University business matters related to the incident.

University Risk Manager: Acts as liaison with insurance carriers and claims adjusters. Coordinates insurance program with continuity planning programs.

Vice President for Research: Provides liaison to affected research areas.

Associate Vice President & Director of Facilities Management: Provides for the planning, construction, operation, and maintenance of University buildings, most campus grounds, and all utility systems.

Senior Vice President & University Treasurer: Communicates with the Board of Regents on response and recovery operations.

Associate Vice President & Chief Information Officer: Advises on issues related to ITS.

Vice President for Medical Affairs: Provides liaison to affected medical areas.

In the event that normal functions would be disrupted for an indeterminable length of time, the CIMT would be kept informed and receive updates on university activities (including building, equipment and staffing issues) for purposes of evaluation as regards current operations to determine if further modifications would be needed. Under the direction of the CIMT, appropriate information would be dispensed to the university community as well as the media through the Office of University Relations.

The Department of Public Safety which is equipped with a police dispatch center will be responsible for maintaining contact with appropriate outside emergency services agencies including local, county, state and federal law enforcement agencies.

Other university departments may maintain direct contact with outside resource agencies/vendors as needed in order to continue operations.

DAMAGE ASSESSMENT AND RECOVERY (GENERAL GUIDELINES)

In the event of an incident that results in property damage or disruption of services, the UI Department of Public Safety shall be responsible for securing the incident site and notifying the designated representative of the following departments:

1. Director of Department of Risk Management, Insurance, and Loss Prevention
 - Associate Vice President & Director of Business Services
2. Facilities Management – Associate VP, Facilities Management
 - Director, Building & Landscape Services
 - Director, Utilities & Energy Management
 - Director, Planning, Design and Constructions
 - Compliance Manager, Environmental Services
 - Director, Administrative Services
3. University Relations – Director of University Relations
 - Director, University News Services
4. Senior Associate Counsel – Office of General Counsel
5. University Housing – Director of University Housing

Individuals so notified shall immediately respond, meeting for the purpose of determining the extent of damages, recovery activities, relocation needs, and public information needs that are immediately required.

To the extent that hazardous materials or chemicals are involved, the University Police shall notify the Environmental Health and Safety Office & Environmental Services. All emergency clean-up and recovery activities shall be subject to instructions of the Environmental Health and Safety Office & Environmental Services in accordance with the requirements of public authorities.

To the extent that damage is minimal and relocation of activities is not required, the appropriate university department shall be responsible for all site clean-up, debris removal, and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, Facility Management shall be responsible for preparation of plans, specifications or cost estimates for building remodeling, and equipment repair/replacement.

RELOCATION GUIDELINES

Alternate facilities would be determined based on the occupancy of all university facilities on inventory at the time of a critical incident, and the availability of office/commercial space within the local market. Using the criteria of the Continuity of Operations Plan, where possible:

- Alternate space would be considered first within the impacted college or department
- Public facilities on campus
- Other facilities in the campus inventory
 - Areas that could be used to house large numbers of people on campus include but are not limited to the following:
 - UI Field House
 - Carver Hawkeye Arena
 - Iowa Memorial Union
 - UI Residence Halls
 - UI Recreation Building
 - Pressbox facility at Kinnick Stadium
 - Hawkeye Tennis and Recreation Center
 - Karro Hall of Fame
- Facilities available on the local market.

RECORDS PROTECTION AND LOSS REPORTING GUIDELINES

The University of Iowa has an established Records Management Program details of which can be found on the University of Iowa web-page: <http://www.uiowa.edu/~fusrmp>

Additionally, university information systems and records would be maintained in accordance with the Information Technology Disaster Plan. This plan outlines procedures for off-site data storage and redundancies. In the event of a critical incident affecting IT systems and record storage, the CIMT would contact ITS administration to activate the Information Technology Disaster Plan.

Preliminary reports regarding the cause of the loss, the extent of damage, and the plans for recovery and relocation shall be provided to the University Risk Manager within 24 hours, in accordance with the University Operations Manual, Section V, Chapters 12.9 and 15.6.

All losses shall be reported by the University Risk Manager (through the Business Manager's Office) to the State Board of Regents Office in accordance with internal University protocols. In addition to property insurance, the University of Iowa has obtained protection against business interruptions to address significant losses in revenue.

DEALING WITH A DISRUPTED WORK OR ACADEMIC ENVIRONMENT

In those situations that, due to equipment malfunctions, weather, or other crisis situations, work space is uninhabitable because of heat, cold, water, smoke, or other conditions that make the work site unsafe or uninhabitable, supervisors will make a decision relative to continuation of services at that location. If the supervisor, based on consultation with appropriate University officials, his/her knowledge of the term and severity of the condition, and based on a reasonable person standard, decides to vacate the work site he/she shall use the following guidance.

- If possible, services to students, faculty, staff and the public should be continued at an alternate work location within the college, vice-presidential area, or hospital unit/clinic. Supervisors should identify these alternate work locations in advance and advise faculty and staff of the location and the situations which would require relocation to the alternate work site (i.e., lack of heat, fumes, and threats to safety/security).
- If space is not available in locations noted above for all or a portion of the affected staff, they should meet at public facilities on campus, i.e. IMU, Library. To the extent possible, normal workflow should be maintained. If computers, phones, and other necessary equipment are not available, staff should engage in planning, evaluation, or training activities, which require staff presence but not operational equipment.
- If the options listed above are not feasible, the supervisor can authorize staff to work at home (if appropriate) or they may approve an alternate work schedule to make up the time.
- If none of the above options are feasible, staff may be required to utilize paid leave (vacation) or unpaid leave, during periods of disruption. It is the University's intent to avoid this option if possible.

Supervisors are responsible for monitoring the availability of the original workspace and for notifying staff and faculty when it is appropriate to return to the regular work area.

Determinations as regards classes will be made by the academic units in coordination with the Provost's Office.

To the extent possible faculty, staff and students adversely affected by the incident would be encouraged to utilize all or any of the available university services and resources addressing health, safety and overall well being of the entire UI community. These resources would include but not be limited to the following:

- Student Health Services
- Counseling Services
- UI Integrated Employee Assistance Program

PRIMARY DECISION MAKERS AND PHONE NUMBERS FOR SPECIFIC CONCERNS:

It is understood that primary decision makers will be in communication with the CIMT and also determine if additional internal and/or external resources will be needed to provide additional assistance. The safety and welfare of the UI community will be given first priority. Secondary issues include:

- Continuation of utilities
- Restoration of existing structures or relocation of functions
- Providing back-up power in the form of stationary or portable generators or other alternative power sources
- Providing alternative communications such as cell phones, two-way radios, ham radios, messengers

DISRUPTION OF CLASS INSTRUCTION

Vice President for Student Services & Dean of Students Office: 335-3557
Executive Vice President & Provost Office: 335-3565

DISRUPTION OF WORK ACTIVITIES

Vice President of Finance and Operations & Office: 335-3558
Director of Human Resources-Administrative Services

Executive Associate Director, Office: 335-0052
Human Relations and Director of Employee Labor Relations

DISRUPTION OF UTILITIES / INFRASTRUCTURE

Associate Vice President and Director of Facilities Management Office: 335-1248

DISRUPTION OF TELEPHONE/COMPUTER FUNCTIONS

Associate Vice President & Chief Information Officer Office: 384-0750

LOSS OF STUDENT LIVING SPACE

Director of University Housing Office: 335-3000
Vice President for Student Services & Dean of Students (listed above)

MASS INJURIES OR DEATH

Assistant Vice President & Director of Public Safety Office: 335-5026
UI Police (DPS) Dispatch (24 hours) 335-5022

(Affecting students) Vice President of Student Services & Dean of Students (listed above)

(Affecting faculty) Executive Vice President & Provost (listed above)

(Affecting staff) Associate Vice President of Finance and Operations & Director of Human Resources-Administrative Services (listed above)

Senior Associate Director of UIHC Office: 356-2681

Associate Professor and Head,
Department of Emergency Medicine UIHC Office: 356-2672
Emergency Treatment Center: 356-2233

MAINTAINING COMMUNICATIONS WITH THE BOARD OFFICE:

The following will serve as protocol for maintaining communications with the Board of Regents Office in accordance with State law and Regent's policies and procedures.

ALERT LEVEL ASSESSMENT

It is essential that the University of Iowa notify the Board of Regents Office in a timely manner as circumstance dictate. In determining when to contact the Board office the following alert level assessment guidelines shall be utilized.

Level I Alert

Indicates that conditions for the campus are normal. Level I status indicates that no information exists or the information received is not likely to have any significant impact on the UI campus. *(Board notification at Level I status is unnecessary)*

Level II Alert

Indicates that the University of Iowa has received credible information which can or will significantly impact the campus. *(Depending on the incident, communications with the Board office is optional)*

Example #1: The University of Iowa has received information that indicates that we are under a tornado or flood warning. Communications with the Board office would not be necessary unless that information resulted in significant modifications to our operations such as mass relocation of people or equipment.

Example #2: The University of Iowa has received credible information of a terrorist threat that could significantly impact the campus. Communications with the Board office would likely be initiated by the U of I even though normal operations are not immediately effected.

Level III Alert

Normal operations at the University of Iowa have been significantly modified due to credible information or an actual event. *(Board notification at Level III is necessary)*

GUIDELINES ON HOW TO CONTACT THE BOARD OFFICE

1. The Senior Vice President & University Treasurer (or a designee) will be responsible for informing the Board office by contacting the Executive Director at (515) 281-3934 or fax (515) 281-6420. In the event that the Executive Director cannot be reached, contact the Deputy Executive Director utilizing the same telephone number and fax number. Consult the Board office Continuity of Operations Plan for additional numbers.
2. In the rare event that all forms of electronic communications are rendered inoperable, a messenger will be dispatched to the Board office, during normal business hours, to deliver pertinent information.
3. The Senior Vice President & University Treasurer will continue to provide information to the Board office when a change of status occurs or as often as agreed upon by UI administration and the Board office.
4. The Board office will be notified upon resumption of normal operating functions.

EXECUTIVE DELEGATION OF AUTHORITY

The delegation of authority for the UI executive administration will normally be as follows: President; Executive Vice President & Provost; Senior Vice President & University Treasurer; and Vice President Student Services & Dean of Students. In accordance with the UI Critical Incident Management Plan (CIMP), the Critical Incident Management Team would be convened by the Vice President for Student Services following any event triggering activation of the CIMP.

CONTACTS EMERGENCY LINES OF SUCCESSION (IN ORDER LISTED)

University President	(319) 335-3549
Executive Vice President & Provost	(319) 335-3565
Senior Vice President & University Treasurer	(319) 335-3552
Vice President Student Services & Dean of Students	(319) 335-3557
Vice President of Research	(319) 335-2132
Assistant Vice President & Director of Public Safety	(319) 335-5026

University of Iowa Hospitals and Clinics (in order listed)

Director and CEO	(319) 356-3155
Associate Director & Chief Operations Office	(319) 356-2372
Associate Director, External Relations and Legal Services	(319) 356-4009
Senior Associate Director	(319) 356-2681

PLAN REVIEW AND MAINTENANCE

A. The Assistant Vice President and Director of Public Safety will be responsible for maintaining the Continuity of Operations Plan (COP). The plan will be reviewed on an annual basis for the purpose of verifying accuracy.

B. Additionally, the plan will be reviewed as appropriate following an event that requires activation of the COP for the purpose of assessing viability of the plan.

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An Employee’s Guide to Proper Selection and Use of Portable Fire Extinguishers in University Buildings

NOTE – The intent of this guide is that University employees are **NOT REQUIRED** to fight fires they discover with portable fire extinguishers; but to provide employees with the information needed to use portable fire extinguishers if a small fire situation arises.

Types of Fire:

Class “A” – Involves ordinary combustibles like: wood, paper, & cloth

Class “B” – Involves flammable & combustible liquids and gases

Class “C” – Involves a fire in electrical equipment

Class “D” – Involves flammable & combustible metals

Class “K” – Involves a fire in a commercial cooking appliance

Various types of Portable Fire Extinguisher installed in University buildings:

Types of Portable Fire Extinguishers	Types of Fires				
	Class A	Class B	Class C	Class D	Class K
ABC Dry Chemical					
BC Dry Chemical					
CO2 (Carbon Dioxide)					
Pressurized Water					
Pressurized Water Mist					
Wet Chemical					
Dry Powder					
<i>CleanGuard</i> (Halon Replacement)					

Operation of a Portable Fire Extinguisher:

NOTE – A fire extinguisher is designed to extinguish small fires. Any time an employee utilizes a fire extinguisher; they must always have an exit/escape from the situation at their back. Never place a fire situation between you and your exit. If a fire extinguisher is utilized in or around a University building, the operator must report the incident as a fire to **9 1 1** as soon as possible.

PASS

Pull and **TWIST** the pin from the extinguishers handle

Aim the hose or nozzle towards the fire

Squeeze the handles of the extinguisher together

Sweep the extinguishing agent at the base of the fire

“Hands-on” fire extinguisher training is available and can be arranged by contacting UI Facility Management at 335-5125.