Emergency Response & Recovery Guide

The purpose of this document is to assist university personnel during and immediately after a major emergency or disaster in their building(s). For details, refer to ehs.iastate.edu/prep.

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>What to expect</th>
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| **Initial Response 0 - 2 hours** | - ISU and/or Ames Police respond to the scene.  
- Ames Fire responds to the scene as needed.  
- ISU Police secures scene/facility.  
- ISU Police/Ames Fire enters building as needed.  
- ISU Police dispatch notifies needed service providers. [i.e. Department/College, DOR, EH&S, FP&M, University Human Resources (UHR), Office of Risk Management (ORM), Student Affairs, University Relations].  
- University Relations or ISU Police releases all public statements related to incident.  
- EH&S and FP&M perform initial monitoring, hazard assessment, and regulatory reporting.  
- Department chair/unit director makes initial communications to faculty/staff/students regarding affected building/facility.  
- Impacted individuals may be referred to Dean of Students Office (students) or University Human Resources (employees) for assistance.  
- ISU Critical Incident Response Team (CIRT) may convene depending on the incident.  
- Ames Fire or ISU Police assess damage and determine when it is safe to re-enter impacted buildings.  
- Necessary investigations are ordered by Ames Fire/ISU Police/Office of Risk Management (ORM)/Department.  
- ORM verifies the scope of the loss and determines what, if any, risk financing may apply (insurance, FEMA, contractual transfer, self-retention). |
| **1 - 48 hours** | - Evaluation of buildings/facilities for release to ISU. (ISU Police or Ames Fire)  
- Assessment of initial damage to determine re-occupancy of impacted buildings/facilities. (FP&M/DOR/Athletics/Rec. Services/EH&S)  
- Possible systems and items to be evaluated:  
  o Utilities (electricity, water, steam, lighting, deionized water, potable water, toilet rooms)  
  o Ventilation (air handling systems, fume hoods, biosafety cabinets, local exhaust)  
  o Indoor air quality (irritant smoke, mold)  
  o Fire alarms/fire protection and sprinkler systems/ life safety/building security systems  
  o Elevators  
  o Computer networks /Communications  
  o Building materials  
  o Research equipment  
  o Personal belongings  
  o Locally stored research data (vials, slides, notebooks, equipment/chemical inventory)  
- Establishment of Department/College representative (phone/email/physical location).  
- Review of departmental emergency plan(s) on handling classroom, research, dining, residence interruptions and issues. (Department Chair or representative)  
- Initiation of Departmental/College communications with faculty/staff/students:  
  o Resources:  
    • Emergency/call lists.  
    • Contact UHR for assistance with personnel action needs.  
    • Use Department/College website(s) for important updates.  
- Review of departmental equipment inventory. (Department Chair or representative)  
- Review of departmental chemical, biological, and radiological inventories. (Department Chair or representative)  
- Review of any departmental specific needs. (Department Chair or representative)  
  o Animals, security, critical shutdowns, etc.  
- Conduct Critical Incident Debrief for responders and building occupants.  
- Formation of Recovery Team. (Senior Vice President for University Services/University Administration)  
  o Potential members: Senior management representative, College liaison, Department liaison, EH&S, FP&M, ITS, University Counsel, Procurement, ORM, Student Affairs, and others as deemed necessary. |
| **48+ hours** | - Recovery Team meets and determines future protocol for group.  
- Establishment of schedule to meet with faculty, staff, and students. (Department Chair or representative)  
- All personnel must:  
  o Track time spent on response and recovery efforts. Special accounts and/or capital projects may be created to capture/track all related costs  
  o Document possible losses (i.e. - research, equipment, chemicals, etc.). |

Emergencies – Dial 911 or call ISU Police at 515-294-4428
# Areas of Responsibility

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<tr>
<th>Key Departments:</th>
<th>What to expect...</th>
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| **ISU Police**  
515-294-4428 | □ Physical security and emergency support.  
  o Extends a security perimeter around affected area.  
  o Provides coordination with public emergency services as required, including fire watch if life safety systems are down.  
  o Identifies and secures an emergency operations center and an incident command post.  
□ Investigation of any criminal act and work with related federal and state authorities. |
| **University Relations**  
515-294-6136 | □ Coordinates with news media, public, staff, faculty, and student body to provide timely release of pertinent information. |
| **Facilities, Planning & Management**  
515-294-5100 | □ Coordinates all services for the restoration of heating, ventilating, air conditioning (HVAC), plumbing, and electrical systems of buildings.  
□ Coordinates evaluation of structural integrity of buildings.  
□ Assesses damages and makes a prognosis for re-occupancy of affected structures.  
□ Provides public works-related support, as well as heavy equipment, labor, supervision, and management. |
| **Student Affairs**  
515-294-4420 | □ Oversees the response to student support services and provides coordination of student volunteers, if needed. |
| **Residence**  
515-294-3322 | □ Provides temporary housing for displaced residents if needed. |
| **Environmental Health & Safety**  
515-294-5359 | □ Evaluates site safety issues and possible releases of hazardous materials to environment.  
□ Coordinates notifications and responses with governmental agencies and emergency services response personnel.  
□ Coordinates hazardous materials management services (asbestos, lead, chemicals, biological, etc.).  
□ Coordinates indoor air quality monitoring and assessments. |
| **University Human Resources**  
515-294-4800 | □ Coordinates all personnel-related activities, including releasing staff from affected areas, initiating emergency notification systems, and working with University Relations staff to disseminate pertinent information. |
| **ITS/Telecommunications**  
515-294-4000 | □ Provides alternate voice and data communications capability in the event normal telecommunications lines and equipment are disrupted.  
□ Evaluates the requirements and selects appropriate means of backing up the telecommunications network. |
| **Office of Risk Management**  
515-294-7711 | □ Oversees the compilation of incident documentation (photographic evidence, incident reports, cost tracking, etc.).  
□ Serves as institutional liaison to insurance company. |
| **Senior Vice President for University Services / University Senior Administrators**  
515-294-6162 | □ Assembles decision-makers and ensures continual communication among university and Board of Regents officials.  
□ Coordinates with internal departments and external agencies to provide timely delivery of information and resources.  
□ Authorizes the procurement of all necessary equipment and personnel to ensure appropriate response and restoration of vital university services. |

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