### 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 [emergency.iastate.edu](http://emergency.iastate.edu).

#### Time Frame | What to expect...
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**Initial Response** 0 - 7 hours
- ISU and/or Ames Police respond to the scene.
- Ames Fire responds to the scene as needed.
- ISU Police secures scene/facility.
- 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 releases all public statements related to incident.
- EH&S and FP&M perform initial monitoring, assessment, and regulatory reporting.
- Initial communications are made by department chair/unit director to faculty/staff/students regarding affected building/facility.
- ISU Critical Incident Response Team (CIRT) may convene depending on the incident.
- First responders 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 takes photographic evidence and contacts the insurance carrier.

**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:
  - Utilities (electricity, water, steam, lighting, deionized water, Potable water, toilet rooms)
  - Ventilation (air handling systems, fume hoods, biosafety cabinets, local exhaust)
  - Indoor air quality (irritant smoke, mold)
  - Fire alarms/Fire protection and sprinkler systems/ life safety systems
  - Elevators
  - Computer networks
  - Communications
  - Building security
  - Building materials
  - Research equipment
  - Personal belongings
  - Locally stored research data (vials, slides, notebooks, equipment/chemical inventory)
- Establishment of Department/College representative (phone/email/physical location).
- Review of departmental Emergency Plan on Access+ for plan(s) on handling classroom, research, dining, residence interruptions and issues. (Department Chair or representative)
- Initiation of Departmental/College communications with faculty/staff/students:
  - 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)
  - Animals, Security, Critical Shutdowns, etc.
- Formation of Recovery Team. (Senior Vice President for Business & Finance/University Administration)
  - Potential members: Senior management representative, College liaison, Department liaison, EH&S, FP&M, ITS, University Counsel, Purchasing, 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:
  - Track time spent on response and recovery efforts.
  - 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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<th>Key Departments:</th>
<th>What to expect...</th>
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| **Public Safety** 515-294-4428                  |  □ Physical security and emergency support.  
                              |   ○ Extends a security perimeter around affected area.  
                              |   ○ Provides coordination with public emergency services as required, including fire watch if life safety systems are down.  
                              |   ○ 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 and dissemination of incident documentation on a university-wide basis.  
                              |  □ Serves as institutional liaison to insurance company.                                                                                                                                                                                                                   |
| **Senior Vice President for Business & Finance / 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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