

Emergency Response & Recovery Guide

Time Frame	What to expect
Initial Response 0 - ? hours	<ul style="list-style-type: none"> <input type="checkbox"/> ISU and/or Ames Police respond to the scene. <input type="checkbox"/> Ames Fire responds to the scene as needed. <input type="checkbox"/> ISU Police secures scene/facility. <input type="checkbox"/> ISU Police/Ames Fire enters building as needed. <input type="checkbox"/> 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]. <input type="checkbox"/> University Relations or ISU Police releases all public statements related to incident. <input type="checkbox"/> EH&S and FP&M perform initial monitoring, hazard assessment, and regulatory reporting. <input type="checkbox"/> Department chair/unit director makes initial communications to faculty/staff/students regarding affected building/facility. <input type="checkbox"/> Impacted individuals may be referred to Dean of Students Office (students) or University Human Resources (employees) for assistance. <input type="checkbox"/> ISU Critical Incident Response Team (CIRT) may convene depending on the incident. <input type="checkbox"/> Ames Fire or ISU Police assess damage and determine when it is safe to re-enter impacted buildings. <input type="checkbox"/> Necessary investigations are ordered by Ames Fire/ISU Police/Office of Risk Management (ORM)/Department. <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Evaluation of buildings/facilities for release to ISU. (ISU Police or Ames Fire) <input type="checkbox"/> Assessment of initial damage to determine re-occupancy of impacted buildings/facilities. (FP&M/DOR/Athletics/Rec. Services/EH&S) <input type="checkbox"/> Possible systems and items to be evaluated: <ul style="list-style-type: none"> <input type="checkbox"/> Utilities (electricity, water, steam, lighting, deionized water, potable water, toilet rooms) <input type="checkbox"/> Ventilation (air handling systems, fume hoods, biosafety cabinets, local exhaust) <input type="checkbox"/> Indoor air quality (irritant smoke, mold) <input type="checkbox"/> Fire alarms/fire protection and sprinkler systems/ life safety/building security systems <input type="checkbox"/> Elevators <input type="checkbox"/> Computer networks /Communications <input type="checkbox"/> Building materials <input type="checkbox"/> Research equipment <input type="checkbox"/> Personal belongings <input type="checkbox"/> Locally stored research data (vials, slides, notebooks, equipment/chemical inventory) <input type="checkbox"/> Establishment of Department/College representative (phone/email/physical location). <input type="checkbox"/> Review of departmental emergency plan(s) on handling classroom, research, dining, residence interruptions and issues. (Department Chair or representative) <input type="checkbox"/> Initiation of Departmental/College communications with faculty/staff/students: <ul style="list-style-type: none"> <input type="checkbox"/> Resources: <ul style="list-style-type: none"> <input type="checkbox"/> Emergency/call lists. <input type="checkbox"/> Contact UHR for assistance with personnel action needs. <input type="checkbox"/> Use Department/College website(s) for important updates. <input type="checkbox"/> Review of departmental equipment inventory. (Department Chair or representative) <input type="checkbox"/> Review of departmental chemical, biological, and radiological inventories. (Department Chair or representative) <input type="checkbox"/> Review of any departmental specific needs. (Department Chair or representative) <ul style="list-style-type: none"> <input type="checkbox"/> Animals, security, critical shutdowns, etc. <input type="checkbox"/> Conduct Critical Incident Debrief for responders and building occupants. <input type="checkbox"/> Formation of Recovery Team. (Senior Vice President for University Services/University Administration) <ul style="list-style-type: none"> <input type="checkbox"/> 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	<ul style="list-style-type: none"> <input type="checkbox"/> Recovery Team meets and determines future protocol for group. <input type="checkbox"/> Establishment of schedule to meet with faculty, staff, and students. (Department Chair or representative) <p>All personnel must:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Track time spent on response and recovery efforts. Special accounts and/or capital projects may be created to capture/track all related costs <input type="checkbox"/> Document possible losses (i.e. - research, equipment, chemicals, etc.).

Emergencies – Dial 911 or call ISU Police at 515-294-4428

Areas of Responsibility

Key Departments:	What to expect...
ISU Police 515-294-4428	<input type="checkbox"/> Physical security and emergency support. <ul style="list-style-type: none"> ○ 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. <input type="checkbox"/> Investigation of any criminal act and work with related federal and state authorities.
University Relations 515-294-6136	<input type="checkbox"/> Coordinates with news media, public, staff, faculty, and student body to provide timely release of pertinent information.
Facilities, Planning & Management 515-294-5100	<input type="checkbox"/> Coordinates all services for the restoration of heating, ventilating, air conditioning (HVAC), plumbing, and electrical systems of buildings. <input type="checkbox"/> Coordinates evaluation of structural integrity of buildings. <input type="checkbox"/> Assesses damages and makes a prognosis for re-occupancy of affected structures. <input type="checkbox"/> Provides public works-related support, as well as heavy equipment, labor, supervision, and management.
Student Affairs 515-294-4420	<input type="checkbox"/> Oversees the response to student support services and provides coordination of student volunteers, if needed.
Residence 515-294-3322	<input type="checkbox"/> Provides temporary housing for displaced residents if needed.
Environmental Health & Safety 515-294-5359	<input type="checkbox"/> Evaluates site safety issues and possible releases of hazardous materials to environment. <input type="checkbox"/> Coordinates notifications and responses with governmental agencies and emergency services response personnel. <input type="checkbox"/> Coordinates hazardous materials management services (asbestos, lead, chemicals, biological, etc.). <input type="checkbox"/> Coordinates indoor air quality monitoring and assessments.
University Human Resources 515-294-4800	<input type="checkbox"/> 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	<input type="checkbox"/> Provides alternate voice and data communications capability in the event normal telecommunications lines and equipment are disrupted. <input type="checkbox"/> Evaluates the requirements and selects appropriate means of backing up the telecommunications network.
Office of Risk Management 515-294-7711	<input type="checkbox"/> Oversees the compilation of incident documentation (photographic evidence, incident reports, cost tracking, etc.). <input type="checkbox"/> Serves as institutional liaison to insurance company.
Senior Vice President for University Services / University Senior Administrators 515-294-6162	<input type="checkbox"/> Assembles decision-makers and ensures continual communication among university and Board of Regents officials. <input type="checkbox"/> Coordinates with internal departments and external agencies to provide timely delivery of information and resources. <input type="checkbox"/> Authorizes the procurement of all necessary equipment and personnel to ensure appropriate response and restoration of vital university services.

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