

# **CRITICAL INCIDENT MANAGEMENT PLAN**

*Est. JANUARY 2001*

**(Revised: September 2005)**

## **TABLE OF CONTENTS**

- I. SCOPE/AUTHORITY
- II. PURPOSE
- III. DEFINITIONS
- IV. AUTHORITY TO DECLARE A CAMPUS STATE OF EMERGENCY
- V. PROCEDURE
- VI. CRITICAL INCIDENT MANAGEMENT TEAM
- VII. EMERGENCY OPERATIONS CENTER (EOC)
- VIII. EMERGENCY NOTIFICATION
- IX. EVACUATION AND RELOCATION
- X. DAMAGE ASSESSMENT AND RECOVERY
- XI. DEALING WITH A DISRUPTED WORK OR ACADEMIC ENVIRONMENT
- XII. REVIEW OF THE CRITICAL INCIDENT MANAGEMENT PLAN
- XIII. CIMP FLOW CHART

## **TEN COMMON CRITICAL INCIDENTS AND RESPONSE STRATEGIES**

- BOMB THREAT
- CIVIL PROTEST
- EXPLOSION
- FIRE
- FLOOD
- HAZARDOUS MATERIALS INCIDENT
- INFRASTRUCTURE FAILURE
- SNOW OR ICE STORM
- TORNADO
- VIOLENT INCIDENT

## APPENDIX

A. CONTINUITY OF OPERATIONS PLAN

B. AN EMPLOYEE'S GUIDE TO PROPER SELECTION AND USE OF PORTABLE FIRE EXTINGUISHERS IN UNIVERSITY BUILDINGS.

**THE UNIVERSITY OF IOWA  
CRITICAL INCIDENT MANAGEMENT PLAN**

I. SCOPE/AUTHORITY

This manual establishes the **Critical Incident Management & Continuity of Operations Plans** (see Appendix A) for the University of Iowa and assigns responsibilities for the development, implementation and maintenance of the plan.

The Critical Incident Management Plan applies to all units of the University of Iowa and as applicable the University of Iowa Hospitals and Clinics. This plan is the basic framework for critical incident preparedness. It is not intended to cover every unit's individual needs. Therefore, we encourage any unit to supplement this plan to suit their own needs while remaining in compliance with this plan.

All requests for procedural changes, suggestions, or recommendations should be submitted in writing to either the Assistant Vice President and Director of Public Safety, the Vice President for Student Services and Dean of Students, or the President.

_____/s Charles D. Green	_____
Assistant Vice President and Director of Public Safety	Date

_____/s P. E. Jones	_____
Vice President for Student Services and Dean of Students	Date

_____/s David J. Skorton	_____
President	Date

## II. 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
- Civil Protest
- Explosion
- Fire
- Flood
- Hazardous Materials Incident
- Infrastructure Failure
- Snow or Ice Storm
- Tornado
- Violent Incident

### III. DEFINITIONS

- A. **Critical Incident:** One that can cause deaths or significant injuries to faculty, staff, students, or the public; or that can shut down business, disrupt operations, cause physical or environmental damage; or that can threaten the institution's financial standing or public image.
- B. **Emergency Unit:** A unit which is 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 as:
- 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. Resource Units are identified as:
- Business Manager's Office
  - Facilities Management Office
  - 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. ***Critical Incident Command Center (CICC):*** The Command Center is the location selected by the Critical Incident Management Team (CIMT) to be used by them or their designee to develop responses and manage the recovery process related to a long term crisis situation. The CIMT will determine the hours of operations of the CICC and how it will be staffed. Those staffing the CICC will be in continuous communication with the Emergency Operation Center operated by the Department of Public Safety.
- F. ***Emergency Operations Center:*** The EOC will be located at the Department of Public Safety where all information flows into and out to the scene of the incident.
- G. ***Incident Commander:*** The person at the scene of the crisis incident who would also be in charge of the emergency response. Different individuals will take on the role of Incident Commander depending on the type of crisis and level of severity.

#### IV. AUTHORITY TO DECLARE A CAMPUS STATE OF EMERGENCY

This Critical Incident Management Plan has been designed to provide direction for the University of Iowa during an emergency situation. While the Plan does not cover every conceivable situation, it does supply the 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; in most cases the Vice President for Student Services will be the designee if the President is unavailable.

During the period of any major campus critical incident, the President or designee shall place into effect the appropriate procedures necessary to respond to the incident and safeguard persons and property. The Assistant Vice President & Director of Public Safety shall consult with University administration regarding the incident and the possible need for a declaration of a campus state of emergency.

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.

**FACULTY, STAFF AND STUDENTS REPORT EMERGENCIES BY  
DIALING 9 1 1. THE DEPARTMENT OF PUBLIC SAFETY WILL  
NOTIFY ALL OTHER EMERGENCY AND/OR RESOURCE UNITS.**

V. PROCEDURE

In the event of an emergency or a disaster, the University of Iowa 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. Actions and Decisions At The Scene Of The Incident

- (a) The Department of Public Safety building serves as the Emergency Operations Center (EOC) for the University during a critical incident. All outside information flows into this area and out to the scene of the incident. The Director of Public Safety or designee will contact University Administration as to the extent of damage or seriousness of the incident and recommend whether the Critical Incident Command Center should be placed into operation. The Critical Incident Command Center shall be located away from the incident scene and the Department of Public Safety headquarters.
- (b) The Director of Public Safety or designee 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.
- (c) 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 Health Protection Office, Facilities Management, and/or others as needed.
- (d) Decisions to reoccupy a building will be made by those authorities or the Critical Incident Management Team. The primary consideration for reoccupying will be the safety of the occupants can be assured.

## 2. Evacuation Protocol

- (a) Prior to the arrival of a responding outside emergency unit, the Department of Public Safety shall be responsible for either sheltering in place or evacuation of University buildings, based upon the incident.
- (b) Upon the arrival of the outside emergency unit, the Department of Public Safety shall transfer authority to the responding unit and shall cooperate and provide information or assistance as needed.

## VI. 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 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:** Manages and directs the recovery effort. Provides liaison with the President and Vice Presidents for reporting the status of the recovery operation.

**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.

**University 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:** Communicates with the news media, public, staff, faculty, and students.

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

**University Business Manager:** Provides input to the CIMT on University business matters related to the incident.

**Director of Risk Management:** 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.

**Assistant Vice President & University Chief Information Officer:** Advises on issues related to ITS.

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

- Director of University Counseling Service
- Assistant Director of Human Resources
- Director of Health Protection Office
- Director and CEO of University Hospitals and Clinics
- Director of Residence Services
- Director of Animal Resources & University Veterinarian

The CIMT's role is to support the emergency field operations from the Critical 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.

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**

## VII. EMERGENCY OPERATIONS CENTER (EOC)

### 1. Location.

The primary location for the EOC will be the University of Iowa Department of Public Safety headquarters with its radio, teletype, telephone, emergency generator, and computer communications capabilities. The EOC will be staffed by the Department of Public Safety. In the event that this location is not functional, an alternative site will be established. The location will be determined by DPS command staff and will be reported to University administration, emergency services, and UIHC.

The EOC will be the main headquarters in emergencies involving only the University of Iowa and will coordinate with Iowa City, Coralville, and Johnson County Agencies for emergencies involving the city and other areas of the county.

### 2. Purpose and Role

The purpose of those staffing the EOC 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. Additionally, the EOC provides information for the support functions of the Critical Incident Management Team to facilitate crisis response and recovery as well as communicating with those staffing the Critical Incident Command Center if the establishment of the CICC becomes necessary.

It must be emphasized that the role of the EOC is not to manage the initial response to an incident. These activities (isolate, contain and neutralize) are managed by the appropriate emergency responder's incident commander at the scene of the incident. During the initial crisis, the members of the EOC should be supportive by:

- Providing resources and information for field operations as quickly as possible when requested.
- Demonstrating patience when there is a lack of information from the field. Particularly in the early stages of an incident, there may be a tendency to over-analyze and begin to think about ways to direct the field operations. Personnel at the EOC should resist this.

- Tracking and providing status reports on various activities that have been initiated and the resources that have been mobilized either to assist the field operations or to manage the activities away from the scene of the incident.
- Advising the field operations in some instances where immediate decisions do not need to be made.
- Briefing those who will want to know the status of the operation.

## VIII. EMERGENCY NOTIFICATION

The UI Emergency Notification System will be used to transmit critical information to a large segment of our campus as quickly as possible. This will be accomplished by utilizing one or both of the following methods:

1. The Telephone Alert System Directory (TASD), which allows emergency messages to be placed in telephone voice mailboxes to those phones equipped with electronic voice mail.
2. The MASSMAIL System, which will transmit electronic information using the University e-mail system to computers connected to the University system.

### **Internal Systems Operations**

The use of both systems, (TASD & MASSMAIL) 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. This will be accomplished by utilizing the TASD and/or the MASSMAIL system.

Both directories 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.”*

The message may be written and given to the appropriate person in ITS or relayed by fax or e-mail. The message should then be transmitted by utilizing the TASD and MASSMAIL as quickly as possible.

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

In addition to the TASD and MASSMAIL systems, the Critical Incident Management Team may also employ other methods for notifying those within the University community including telephone calling lists, public announcement systems, 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.

## IX. 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. Immediate medical assistance shall be requested for injured persons. When mass injuries have occurred the Johnson County Community-Wide Disaster Plan will be activated.
3. 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 structural integrity. Assesses damage and makes a prognosis for occupancy of the structure affected by the disaster. Manages periods of minimal building occupancy.
  - **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, fire fighting 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.*) The routine number for the Iowa City Fire Department is 356-5260. 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 to exits, possible areas of rescue and alerting emergency services of your location. (***For exiting concerns related to Tornadoes or Bomb Threats, please see the appropriate Appendix 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 self identified 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**

Not all fire systems have a flashing light. Most are sound alarms. Therefore, 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, or having the person sit in a sturdy chair, preferably with arms. 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. 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:**

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

## X. 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:

University Business Office - Business Manager  
335-2859

Alternate - Risk Management  
335-0010

Facilities Management - Director, Operations and Maintenance  
335-5038

Director, Utilities

335-1884

Director, Administrative Services

335-5084

Director, Design and Constructions Services

335-0126

Director, Campus and Facilities Planning

335-2235

Alternate - Associate Vice President & Director of Facilities Management  
335-1201

University Relations - Director

335-0557

Alternate – Director of University News Services

384-0030

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 Health Protection Office. All emergency clean-up and recovery activities shall be subject to instructions of the Health Protection 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, the 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 Business Manager's Office to the State Board of Regents Office.

## XI. 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.

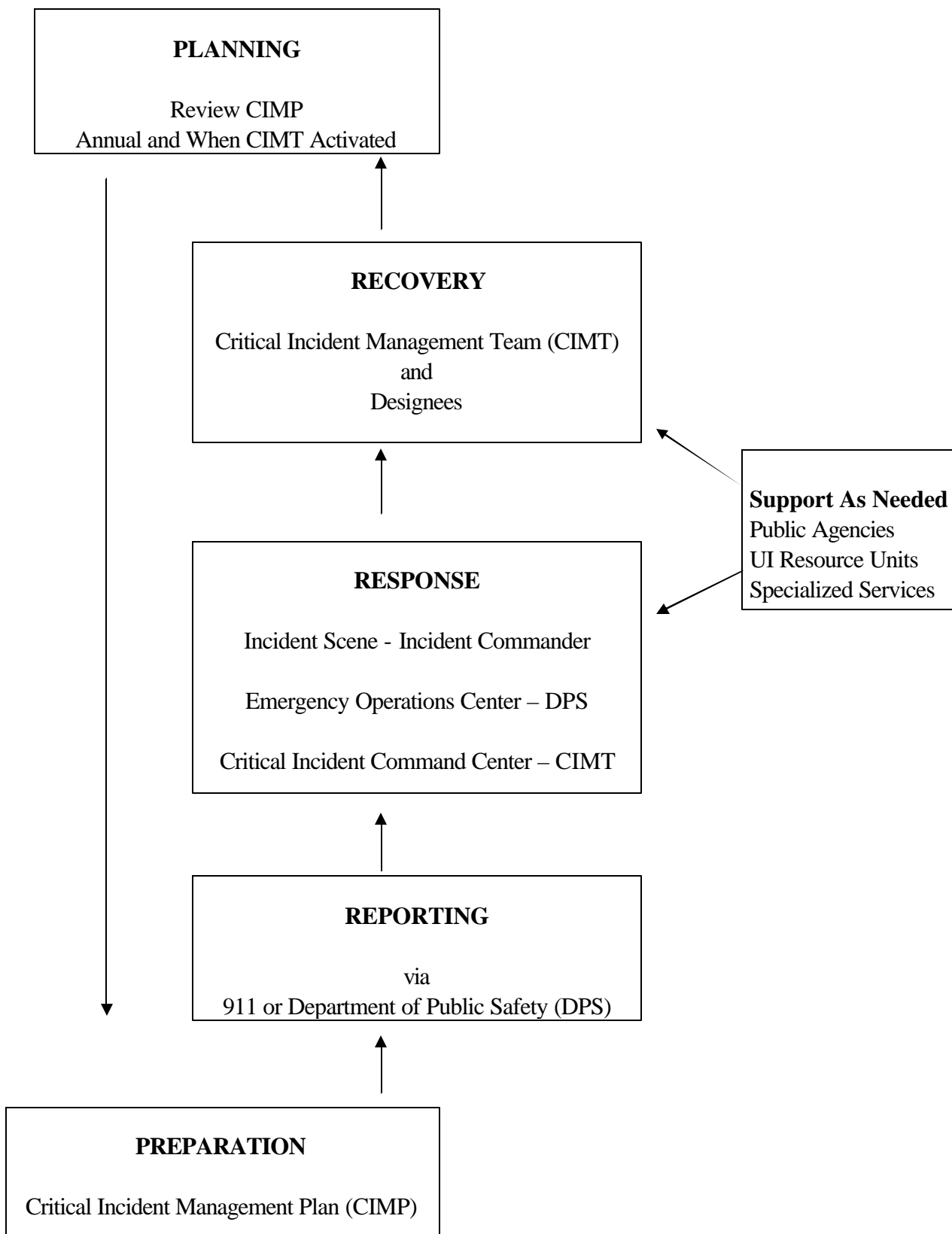
Supervisors are responsible for monitoring the availability of the original work space and for notifying staff and faculty when it is appropriate to return to the regular work area.

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

XII. REVIEW OF THE CRITICAL INCIDENT MANAGEMENT PLAN

- A. Representatives from the Department of Public Safety, Risk Management, Health Protection Office, and Facilities Management 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.
- B. Additionally, the plan will be reviewed as appropriate following an event that requires the activation of the Critical Incident Management Team.

### XIII. CRITICAL INCIDENT MANAGEMENT PLAN



## 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

1. Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. 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.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the location of a device (building, floor, room, etc.).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. **Immediately** after the caller has ended the call, notify the Department of Public Safety (DPS) at **(335-5022)**.
8. If the threat was left on your voice mail, **do not erase**.
9. 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 Department of Public Safety 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*).

#### **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/Refuge Plan for Persons with Disabilities*).

#### **SUBSEQUENT PROCEDURES/INFORMATION**

Staff can be of assistance to the Department of Public Safety in several ways. Staff will be more familiar with their work area than the DPS 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, the Department of Public Safety 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. The University of Iowa Police Department 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:**

- A. Time bomb is set to explode? \_\_\_\_\_
- B. Where located? Floor \_\_\_\_\_ Area \_\_\_\_\_
- C. Kind of bomb? \_\_\_\_\_
- D. Description? \_\_\_\_\_
- E. Why kill or injure innocent people? \_\_\_\_\_

**Voice description:**

\_\_\_ Female    \_\_\_ Calm    \_\_\_ Young    \_\_\_ Refined  
\_\_\_ Male    \_\_\_ Nervous    \_\_\_ Middle-Aged    \_\_\_ Rough  
                                 \_\_\_ Old

Other Descriptors:

Accent \_\_\_ Yes \_\_\_ No Describe \_\_\_\_\_  
Speech Impediment \_\_\_ Yes \_\_\_ No Describe \_\_\_\_\_  
Unusual Phrases \_\_\_\_\_  
Recognize Voice? If so, who do you think it was? \_\_\_\_\_

### **BACKGROUND NOISE**

\_\_\_ Music                      \_\_\_ Running Motor (Type) \_\_\_\_\_  
\_\_\_ Traffic                    \_\_\_ Whistles                      \_\_\_ Bells  
\_\_\_ Horns                      \_\_\_ Aircraft                      \_\_\_ Tape Recorder  
\_\_\_ Machinery                \_\_\_ Other \_\_\_\_\_

### **ADDITIONAL INFORMATION**

- A. Did caller indicate knowledge of the facility? If so, how? In what way?  
\_\_\_\_\_
- B. What line did call come in on? \_\_\_\_\_  
\_\_\_\_\_
- C. Is number listed? \_\_\_ Yes \_\_\_ No Private Number? Whose? \_\_\_\_\_  
\_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print: Name** \_\_\_\_\_ **Dept.** \_\_\_\_\_

## 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:

1. Disruption of the normal operations of the University.
2. Obstructing access to offices, buildings, or other University facilities.
3. Threat of physical harm to persons or damage to University facilities.
4. 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.
5. 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, the Department of Public Safety 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)

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 Department of Public Safety. 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.”*

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 Department of Public Safety will be notified immediately. DPS 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 Department of Public Safety will be notified immediately of the disturbance.
- DPS 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)**

## 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.

**Press 9 1 1 on a telephone to report the incident, from a safe location, as soon as possible.**

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 Department of Public Safety 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 dialing **9 1 1**.

### **IMMEDIATE ACTION**

#### **I. For the person discovering the fire:**

- A. 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 Public Safety - Dial **335-5022**.
  - In case of emergency - Press **9 1 1**.
- B. If the fire cannot be extinguished:
  - Confine the fire by closing the doors.
  - Activate (pull) the nearest fire alarm, if there is one.
  - Call the Fire Department - Press **9 1 1**.
  - Alert others.
  - Meet the Fire Department when they arrive.

#### **II. For occupants of the building:**

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

#### **III. For persons evacuating from the immediate fire area:**

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

#### **IV. For persons with mobility concerns, see Section IX, Evacuation/Rescue Plan For Persons With Disabilities.**

**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 Public Safety Department. The University Public Safety Department 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 Public Safety Department 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.

## **FLOOD**

Floods may be caused by domestic water systems or by rivers and/or streams overflowing their banks.

- Floods caused by domestic systems do not 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**

- I. For floods caused by a domestic water system failure:
  - A. Call 335-5071 (FM Work Control Center) to report the building and room number.
  - B. Protect University property from damage where possible.
  - C. FM personnel will remove the water and perform building repairs.
- II. For floods caused by rivers and/or streams overflowing their banks:
  - A. FM personnel will manage protective measures when flood damage is present.
  - B. FM will keep occupants informed regarding the river level.
  - C. If flood is imminent, occupants will be asked to move property for its protection.
  - D. FM personnel will assist in moving property if needed.
  - E. Occupants should be prepared to evacuate if advised to do so by FM.

### **DECISION**

The responding FM personnel will control and make decisions at the flood 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 floods, and issuing or not issuing all clear for safe building/area re-entry and continued occupancy.

### **SUBSEQUENT PROCEDURES/INFORMATION**

In extreme cases of flooding, 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.

## 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. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the city 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 outside environment.  
Trained individual can clean up.

### Major Spill or Emergency

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

**Additional information is available through the Health Protection Office (HPO) website**

### IMMEDIATE ACTION

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

### Notifications and Reporting

- If the incident involves any radioactive materials, notify the Radiation Protection Section in the Health Protection Office at 335-8501 (for all hours) and for a major spill of hazardous materials, notify the Health Protection Office at 335-8501 during business hours (week days 8-12 a.m. and 1-5 p.m.), or the Public Safety Department at 335-5022 during non-business hours.
- If the incident involves an oil spill, or a release of hazardous material to the environment or beyond University boundaries, immediately notify the University Environmental Manager, during business hours at 335-6190; after hours notify the Public Safety Department at 335-5022
- **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.**

**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 the user, a person discovering an incident, or the 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 Public Safety Department. The University Public Safety Department 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**

It is understood that from time to time on the University of Iowa campus we may experience infrastructure problems which could render the work site unsafe or uninhabitable such as electricity, computer, steam, water, or telephone failures.

### **IMMEDIATE ACTION**

- I. If a critical incident is experienced relating to water, electricity, or steam, call FM Work Control Center at 335-5071.
- II. If a critical incident is experienced relating to telephone systems, call ITS at 335-2949.
- III. If a critical incident is experienced relating to computer systems, call ITS at 384-4357

### **DECISION**

The first responders, either FM or ITS, will determine whether a critical incidents 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).

## **SNOW OR ICE STORM**

In circumstances involving snow or ice, the Department of Public Safety will determine the condition of roads and walkways.

### **IMMEDIATE ACTION**

University personnel (Facilities Management, Residence Services, & Athletics) will respond to all snow or ice storms to remove snow and spread sand and salt if ice is present.

### **DECISION**

When weather conditions are so extreme that central administration decides it is necessary to postpone or cancel any University activity, the public will be notified as follows: the Director of University Relations will inform the relevant administration in the University of Iowa Hospitals and Clinics, College of Dentistry, Oakdale Campus, Office of the Provost, and Continuing Education and make a public announcement on the status of University activities except for announcements concerning the University Hospitals and Clinics University Dental Clinic which will be made by the UIHC Office of Public Information and College of Dentistry. 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 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. Johnson County Emergency Management will activate the outdoor warning sirens for the time period established by the National Weather Service for the tornado warning. When you hear these sirens, take cover immediately – **danger is imminent**.

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 March through October are also “popular” tornado months.

### IMMEDIATE ACTION

- I. Remain calm and avoid panic.
- II. Go to an area of safety.  
**AREAS OF SAFETY** – rooms and corridors in the innermost part of a building.  
**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.
- III. DO NOT use elevators during a tornado warning. **Persons with mobility concerns should go to an area of safety at the time of a tornado watch; DO NOT wait for a tornado warning.**
- IV. Close all doors, including main corridors, making sure they latch.
- V. Crouch near the floor or under heavy, well supported objects and cover your head.
- VI. Be alert for fire. In the event of a fire, the UI fire plan should be utilized.

### DECISION

If a tornado actually affects 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 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**

- I. 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 Department using a dedicated line between the two departments if the incident is located on University property. The 9 1 1 call will also appear on a computer screen in the UIPD dispatch center.
  
- II. 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

\*NOTE: If it is known that a weapon is involved, the Iowa City Police Department will be called immediately and will be the first responders rather than the University of Iowa Police Department.
  
- III. 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 Department of Public Safety and visiting law enforcement agencies by cooperating fully with instructions given by authorities.

# ***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.

- Fire
- Flood
- Tornado
- Explosion
- Violent Incidents
- Hazardous Materials Incident
- Infrastructure Failure

The University of Iowa 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 emergency operations center shall be established at the U of I Department of Public Safety building to receive all incoming information related to the incident and to dispatch information and resources to the scene and to UI administration.
- An Incident Commander shall be kept at the scene to coordinate response and recovery along with various emergency responders as well as appropriate university, city, state and federal agencies. The Incident Commander shall be in communication with the Assistant Vice President & Director of Public Safety.
- Space for a command center for the Facilities Management has been dedicated at University Services Building, Room 202. This space was designed and constructed to accommodate the needs of a high volume contact, dedicated voice and data exchange space. Additionally, space within the Power Plant, Water Plant and Court Street Services Building (site of Utilities Distribution) has been identified to serve as potential command centers.

**(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 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) shall consist of:

**Vice President for Student Services & Dean of Students:** Manages and directs the recovery effort. Provides liaison with the President and Vice Presidents for reporting the status of the recovery operation.

**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 & Dean of Students as well as other members of UI administration.

**University General Counsel:** Provides input to the CIMT on legal matters.

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

**University Business Manager:** Provides input to the CIMT on University business matters related to the incident.

**Director of Risk Management:** 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 for 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.

**Executive Vice President & Provost:** Provides liaison to affected faculty.

**Director of University Relations:** Coordinates official communications with news media, public, staff, faculty, and students.

**Assistant Vice President & University Chief Information Officer:** Advises on issues related to ITS.

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, 800 MHZ and VHF radios, teletype, telephone, emergency generator, and computer communications capabilities will be responsible for maintaining contact with appropriate outside emergency services agencies including local, 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. University Business Office – Business Manager & Director of Risk Management
2. Facilities Management – Associate VP, Facilities Management
  - Director, Operations and Maintenance
  - Director, Utilities
  - Director, Administrative Services
  - Director, Design and Constructions Services
  - Director, Campus & Facilities Planning
3. University Relations – Director of University Relations
  - Director, University News Services
4. Senior Associate, General Counsel

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 Health Protection Office. All emergency clean-up and recovery activities shall be subject to instructions of the Health Protection Office in accordance with the requirements of public authorities.

To the extent that damage is minimal and relocation of activities is not required, the Facilities Management 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.

Relocation guidelines:

If significant relocation of people and/or equipment becomes necessary the UI Facilities Management will maintain communications with the CIMT, Department of Public Safety as well as individual users to aid in facilitating a successful transfer. 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, 2). Public facilities on campus, 3). Other facilities in campus inventory, 4). Local market. Areas that could be used to house large numbers of people on campus include but are not limited to the following:

- The UI Field House
- The Carver Hawkeye Arena
- The Iowa Memorial Union
- Residence Halls
- The UI Recreation Building

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 water and steam generation
- 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*

Associate Vice President of Finance and Operations & Director of Human Resources-Administrative Services

Office: 335-3558

Associate Director of Human Relations and Director of Employee Labor Relations

Office: 335-0052

### *DISRUPTION OF UTILITIES / INFRASTRUCTURE*

Associate Vice President and Director of Facilities Management

Office: 335-1248

(Possible external resources: Mid American Energy, Alliant Energy)

### *DISRUPTION OF TELEPHONE/COMPUTER FUNCTIONS*

Assistant Vice President & University Chief Information Officer

Office: 384-0595

*LOSS OF STUDENT LIVING SPACE*

Director of Residence Services

Office: 335-3000

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

(Possible external resources: The Red Cross)

*MASS INJURIES OR DEATH*

Assistant Vice President & Director of Public Safety

Office: 335-5026

UI Police (DPS) Dispatch (24 hours)

Office: 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 Chair, Department of Emergency Medicine UIHC

Office: 353-6360

Emergency Treatment Center: 356-2233

(Possible external resources: the Red Cross, Mercy Hospital, Johnson County Emergency Management, external law enforcement agencies.)

## **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

319/335-3559

Vice President of Research

319/335-2119

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 Officer

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.

## 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 combustible materials 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
<b>ABC Dry Chemical</b>					
<b>BC Dry Chemical</b>					
<b>CO2 (Carbon Dioxide)</b>					
<b>Pressurized Water</b>					
<b>Pressurized Water Mist</b>					
<b>Wet Chemical</b>					
<b>Dry Powder</b>					
<b>Halon 1211</b>					

### 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. And, anytime 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

**P**ull and **TWIST** the pin from the extinguishers handle

**A**im the hose or nozzle towards the fire

**S**queeze the handles of the extinguisher together

**S**weep 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.