

**Emergency  
Procedures  
Guide**



University of Iowa Department of Public Safety  
335-5022



**EMERGENCY 9 1 1**

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For complete information related to critical incident response, the University community should refer to the *University of Iowa Critical Incident Management Plan (CIMP)* located on the University's website:

[www.uiowa.edu/~pubsfty/cimp.pdf](http://www.uiowa.edu/~pubsfty/cimp.pdf)

## Emergency Procedures Guide

This guide has been prepared to provide you with a quick reference guide that can be used in preparation for an emergency on campus or in your building. We encourage you to review and become familiar with this guide before an emergency occurs. People are most effective in an emergency when they are **PREPARED**.

Recipients of this guide should become familiar with its contents and all new employees should be provided with a copy during orientation. Additional color and black and white copies can be printed directly from the following website :  
[www.uiowa.edu/~pubsfty/emergency.htm](http://www.uiowa.edu/~pubsfty/emergency.htm)

In some of the information section of this guide, there are some blanks that should be filled out by you. Once you have filled in the blanks and the procedures have been reviewed, this guide should be kept in a readily accessible location, such as hanging it on the wall near your telephone or computer.

This document can not cover every emergency or all aspects of emergencies when they arise. If you are unsure of what you need to do in your building, please contact your facility manager, building coordinator, or the University of Iowa Police at 335-5022. Be sure to check with your facility manager, department manager, or building coordinator for specific building or departmental emergency guideline and procedures.

University of Iowa Department of Public Safety  
Police ■ Security ■ Fire Safety  
(319) 335-5022  
[www.uiowa.edu/~pubsfty/](http://www.uiowa.edu/~pubsfty/)

## Reporting Emergencies

### WHEN TO CALL 9 1 1

You should call **9 1 1** in **ALL** emergencies

### WHAT IS AN EMERGENCY ??

An emergency is any immediate threat to life and/or property that requires immediate response from police, fire, or EMS. Some examples of emergencies are crimes in progress, any kinds of fire or visible smoke, or a serious injury or illness. If you are not sure if an incident falls into an emergency classification, feel free to call

**9 1 1** when an immediate response is needed.

### WHEN REPORTING AN EMERGENCY

- Stay on the line with the dispatcher
- Provide an address, building name, and location
- Provide a telephone number at your location
- Provide a through description of the incident to assure appropriate resources are dispatched

### EMERGENCY

### CALL

### 9 1 1

### POLICE FIRE MEDICAL

The following numbers are provided for non-emergency situations. Use of these numbers will still provide a prompt response from the responsible agency and keep **9 1 1** lines free for emergencies.

All **9 1 1** calls are voice and TTY capable.

University of Iowa Police	335-5022
Facility Management (Work Control)	335-5071
Information Technology	384-4357
Environmental Health & Safety	355-8501

## Evacuation Guidelines for those with Disabilities

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

### Persons With Visual Impairments

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

### Persons With Hearing Impairments

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

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

### Persons Using Crutches, Canes, or Walkers

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

### Non-Ambulatory Persons

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

## FIRE



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**.

### For the person discovering the fire:

#### Extinguish only if you can do so safely and quickly

- After the fire is extinguished, call UI Public Safety – Dial **335-5022**.
- In case of emergency - Press **9 1 1**.

#### If the fire cannot be extinguished:

- Confine the fire by closing the doors.
- Activate (pull) the nearest manual fire alarm, if there is one.
- Call the Fire Department - Press **9 1 1**.
- Alert others in your area.
- Meet the Fire Department when they arrive.

### For occupants of the building:

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

### For persons evacuating from the immediate fire area:

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

## TORNADO / Severe Weather



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

A **warning** means that a tornado or severe weather is occurring, has been sighted or indicated by National Weather Service radar.

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

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

### IMMEDIATE ACTION

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

Upon the expiration of the tornado warning by the National Weather Service, a voice announcement will be broadcasted over the campus outdoor warning system.

## INFRASTRUCTURE FAILURE



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

### Water, Electricity, or Steam

If an incident is experienced relating to water, electricity, or steam, call: FM Work Control Center at 335-5071.

### Telephone Service or Systems

If an incident is experienced relating to telephone systems, call ITS at 335-2949.

### Computer Service or Systems

If an incident is experienced relating to computer systems, call ITS at 384-4357

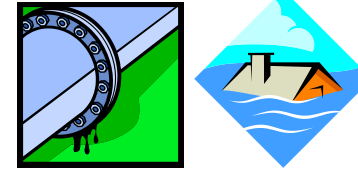
## MEDICAL EMERGENCIES

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

Location of a First Aid Kit \_\_\_\_\_

Location of building's A E D\* \_\_\_\_\_  
(\*Automated External Defibrillator) (if equipped)

## WATER DAMAGE



Water damage can be caused by domestic water systems or by rivers or streams overflowing their banks.

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

### IMMEDIATE ACTION

#### For water damage caused by a domestic water system failure:

- Call 335-5071 (FM Work Control Center)
- When possible, protect University property from all damage
- FM personnel will remove the water and perform repairs.

#### For water damage caused by rivers or streams overflowing their banks:

For floods caused by rivers and/or streams overflowing their banks, consult the University's Flood Plan.

# BOMB THREAT



**Remain calm** and immediately refer to the attached bomb threat checklist on the proceeding sheet. Pay attention to your telephone display and record the information shown in the display window.

The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.

**DO NOT put the caller on hold**  
**DO NOT attempt to transfer the call**

While engaging the caller; pay attention to any background noise or distinctive sounds (machinery, traffic, other voices, music, television, etc.)

Note any characteristics of the caller's voice (gender, age, education, accent, etc.)

Attempt to obtain information on the location of a device (building, floor, room, etc.)

Attempt to obtain information on the time of detonation and type of detonator.

**Immediately** after the caller has ended the call, notify the University Police (UIPD) by dialing **9 1 1**.

If the threat was left on your voice mail, **do not erase**.

Notify the immediate supervisor within your work area.

# TELEPHONE BOMB THREAT CHECKLIST

**KEEP CALM:** Do not get excited or excite others.

**TIME:** Received \_\_\_\_\_ am/pm Terminated \_\_\_\_\_ am/pm

**EXACT WORDS OF CALLER:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DELAY: ASK CALLER TO REPEAT.**

**Questions you should ask:**

Time bomb is set to explode? \_\_\_\_\_

Where located right now? \_\_\_\_\_

What does the bomb look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will cause the bomb to explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why did you place the bomb? \_\_\_\_\_

What is the address? \_\_\_\_\_

What is your name? \_\_\_\_\_

**CALLER'S DESCRIPTION**

Sex of Caller \_\_\_\_\_ Race \_\_\_\_\_ Age \_\_\_\_\_  Calm  Nasal

Soft  Angry  Stutter  Loud  Excited  Lisp  Laughter

Slow  Rasp  Crying  Rapid  Deep  Normal  Distinct

Slurred  Whispered  Ragged  Clearing Throat

Deep Breathing  Cracking Voice  Disguised

Accent Type \_\_\_\_\_

Familiar \_\_\_\_\_

**BACKGROUND NOISE**

Street Noises  Factory Machinery  Voices  Crockery  Motor

Animal Noises  Clear  PA System  Static  Music  Booth

House Noises  Long Distance  Local  Office Machinery

Other \_\_\_\_\_

**BOMB THREAT LANGUAGE**

Well Spoken (educated)  Incoherent  Foul  Taped  Irrational

Message read by threat maker

**REMARKS** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Name \_\_\_\_\_

Your Job Position \_\_\_\_\_

Your Telephone Number \_\_\_\_\_

## HAZARDOUS MATERIALS INCIDENT



A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. Simple spills may be managed by trained persons or persons who are familiar with their department's spill protocol. Major spills or emergencies require emergency assistance from an outside responding agency.

### Simple Spill

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

### Major Spill or Emergency

Spreads rapidly  
Presents an inhalation hazard  
Does endanger the environment  
Involves a personal injury or requires a person to be rescued  
Must call **9 1 1**

### Major spills or EMERGENCIES

- Dial **9 1 1**
- Evacuate and assemble at a safe distance
- Account for individuals
- Wait for and provide information to responders

### Notifications and Reporting

#### **Incident involving any radioactive materials, notify:**

Radiation Protection Section in the Environmental Health and Safety Office at 335-8501 (for all hours)

#### **For a major chemical spill, notify:**

Environmental Health and Safety Office at 335-8501 during business hours (M-F 8-12 a.m. and 1-5 p.m.)

University Police at 335-5022 during non-business hours

#### **For an incident involving an oil spill, a release of hazardous material into the environment or beyond University boundaries, or asbestos inside a building or structure, notify:**

University Environmental Manager, at 335-6190, during business hours

University Police at 335-5022, after business hours

## 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.  
**From a safe location and as soon as possible, Press 9 1 1 on a telephone to report the incident**
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.

Assist others in exiting the building and move to designated evacuation areas. 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.

## VIOLENT INCIDENT



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

### IMMEDIATE ACTION

Emergency situations should be reported to law enforcement by **pressing 9 1 1**.

When you dial **9 1 1**, be prepared to provide as much information as possible, such as the following:

- Who you are?
- Your location or the location where the incident is occurring?
- What is happening?
- Who is involved?
- Type of weapon(s) involved, if any?

Taking the time to provide such information will not delay law enforcement response. Complete information may allow them to handle the matter more effectively.

## ACTIVE SHOOTER (gunman)

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

**If you hear what sounds like gunshots or popping**, immediately assume they are gunshots and don't investigate. You need to quickly decide one of three courses of action:

**If an active shooter is outside your building**, proceed to a room that can be locked if possible, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call **911**.

**If an active shooter is in the same building you are**, determine if the room you are in can be locked and if so, follow the same procedure described in the paragraph above. If your room can't be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below. ***If the room cannot be locked, barricade the door with heavy furniture such as desks, tables, and bookcases if possible.*** If you determine that escape is possible, run and attempt to alert others ***as you exit the area/building***. As you exit, warn others from entering the area/building of danger.

**If an active shooter enters your office or classroom**, try to remain calm. Dial **911**, if possible, and alert police to the shooter's location; ***if you can't speak, leave the line open*** so the dispatcher can listen to what's taking place. If there is absolutely no opportunity for escape or hiding, attempt to shield yourself with any available object (i.e., desk, book bags, computers, etc.) It might be possible to negotiate with the shooter. If you and others decide to make an attempt to overpower the shooter, realize this will involve significant risk and cannot be accomplished half-heartedly.

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

Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police or campus administrators; law enforcement authorities will want to speak with you to obtain information.

