

# Emergency Procedures Guide



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# Dialing 911

When should you dial 911?

Dial 911 if there is any threat to life or a situation that requires an immediate response from police, fire, or Emergency Medical Services (EMS).

## 911 Service

- It is not necessary to dial 9 -911 from a University phone
  - Simply dial **911**
- You cannot send a text message to **911**
- All 911 calls are voice and TTY/TDD capable

When Reporting any Emergency

- Stay calm
- If you hear a busy signal continue to dial **911** until you get through
- Answer all questions asked of you some of which may be
  - Provide your location as specifically as possible
    - Street address
    - Building Name
    - Floor
    - Room Number
    - Provide your telephone number in case it is necessary to contact you again
    - Provide a thorough description of the incident to assure appropriate resources are assigned

The following numbers are provided for non-emergency situations. Use of these numbers will still provide a response from the appropriate agency and keep **911** lines free for actual emergencies.

- |                                      |              |
|--------------------------------------|--------------|
| • University of Iowa Police          | 319-335-5022 |
| • Facility Management (Work Control) | 319-335-5071 |
| • Information technology             | 319-384-4357 |
| • Environmental Health and Safety    | 319-335-8501 |

# Evacuation Guidelines for those with Disabilities

Even though emergency personnel are usually available to assist with evacuation, this may not always be the case. People with 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, firefighting equipment and fire alarms.

## 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.

# Basic Disaster Supplies Kit

A basic emergency supply kit could include the following recommended items:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation
- Food, at least a three-day supply of non-perishable food
- Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help
- Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities
- Manual can opener for food
- Local maps
- Cell phone with chargers, inverter or solar charger

If you live in a cold climate, you must think about warmth. It is possible that you will not have heat. Think about your clothing and bedding supplies. Be sure to include one complete change of clothing and shoes per person, including:

- Jacket or coat
- Long pants
- Long sleeve shirt

## Receiving Emergency Communications

For information on Hawk Alert or the Siren Warning System go to this link:

<http://police.uiowa.edu/stay-informed/emergency-communication/>

# First Aid Kit

In any emergency a family member or you yourself may suffer an injury. If you have these basic first aid supplies you are better prepared to help your loved ones when they are hurt. Knowing how to treat minor injuries can make a difference in an emergency. You may consider taking a first aid class, but simply having the following things can help you stop bleeding, prevent infection and assist in decontamination.

- Two pairs of Latex or other sterile gloves if you are allergic to Latex
- Sterile dressings to stop bleeding
- Cleansing agent/soap and antibiotic towelettes
- Antibiotic ointment
- Burn ointment
- Adhesive bandages in a variety of sizes
- Eye wash solution to flush the eyes or as general decontaminant
- Thermometer
- Prescription medications you take every day such as insulin, heart medicine and asthma inhalers
  - You should periodically rotate medicines to account for expiration dates
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies
- Non-prescription drugs:
  - Aspirin or non-aspirin pain reliever
  - Anti-diarrhea medication
  - Antacid
  - Laxative
- Other first aid supplies:
  - Scissors
  - Tweezers
  - Tube of petroleum jelly or other lubricant

# Medical Emergencies

- Remain calm
- For any medical emergency, call **911** immediately and provide the 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 dispatcher
  - Have another person go outside to meet the emergency responders to lead them back to the injured 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 try to avoid any contact with blood / bodily fluids.
  - Only persons properly trained in first aid and CPR/AED should administer such aid, unless being directed by the **911** dispatcher.

Location of First Aid Kit

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Location of Automatic External Defibrillator (AED)

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## AED Program

Please follow this link for more information: <http://police.uiowa.edu/stay-informed/emergency-procedures/automated-external-defibrillator-aed-program/>

# Fire

A fire may include visible flames and/or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the authorities by calling **911**.

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 at **319-335-5022** or **911**

If the fire cannot be extinguished

- Evacuate the building via the nearest exit
  - If you can do so safely consider
    - Activate (pull) the nearest manual fire alarm
    - Close the doors to your immediate area
    - Alert others in your area as you evacuate
- Once outside the building and in a safe place
  - Call **911**
- Meet authorities when they arrive providing any information you may know

For occupants of the building

- Evacuate the building via the nearest exit
  - If you can do so safely consider
    - Activate (pull) the nearest manual fire alarm
    - Close the doors to your immediate area
    - Alert others in your area as you evacuate
- Once outside the building and in a safe place
  - Call **911**
- Meet authorities when they arrive providing any information you may know



# 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 fire in electrical equipment
- Class "D" - Involves flammable & combustible metals
- Class "K" - Involves a fire in a commercial cooking appliance

### Types of Fires

Types of Portable Fire Extinguishers	Class A	Class B	Class C	Class D	Class K
ABC Dry Chemical	X	X	X		
BC Dry Chemical		X	X		
CO2 (Carbon Dioxide)		X	X		
Pressurized Water	X				
Pressurized Water Mist	X		X		
Wet Chemical					X
Dry Powder				X	
<i>CleanGuard</i> (Halon Replacement)		X	X		

## Operation of a Portable Fire Extinguisher:

**NOTE** - Any time an employee utilizes a fire extinguisher; they must always have an exit/escape from the situation at their back. If a fire extinguisher is utilized in or around a University building, the operator must report the incident as a fire to **911** as soon as possible.

## PASS

- Pull and TWIST the pin from the extinguisher handle
- Aim the hose or nozzle towards the fire
- Squeeze the handles of the extinguisher together
- Sweep the extinguishing agent at the base of the fire

# Bomb Threat

Remain calm and refer to the bomb threat checklist on the next page.

- Look at your telephone display and see if you can write the phone number down of the caller
  - If you receive the message via text or email DO NOT delete, forward or take any other action - immediately call the police at 911 or 319-335-5022
- The objective is to keep the caller on the line as long as possible attempting to gather as much information as possible. Try not to anger the caller
- Do not put the caller on hold
- Do not transfer the call to another phone
- Ask and get answers to as many questions on the attached checklist as possible
- Immediately upon the call ending call 911 and alert the police
- If a voice message was left do not erase the message. Call the police to respond and hear the message
- Notify your immediate supervisor after talking to the police dispatcher

# 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:

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  Shurred  Whispered  Ragged  
 Clearing Throat  Deep Breathing  Cracking Voice  Disguised  
 Accent Type \_\_\_\_\_  Familiar \_\_\_\_\_

**BACKGROUND NOISE**

Street Noises  Factory Machinery  Voices  Crockery  Animal Noises  
 Clear  PA System  Static  Music  House Noises  Long Distance  
 Local  Motor  Office Machinery  Booth  
 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 \_\_\_\_\_

# 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, dial **911** 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 Incidents

Violent incidents including, but not limited to, acts of terrorism, assaults, and incidents of workplace violence can occur on the University of Iowa 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 violent - having just occurred).

## Immediate Action

Emergency situations should be reported to law enforcement by dialing **911**.

Be prepared to provide as much information as possible, such as the following:

- Your identity
- 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” (Active Killing)

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**

- Consider if you can escape out the opposite end of your building - if you can
  - Proceed several blocks away at a minimum

## **If escape is not an option**

- Proceed to a room that can be locked if possible
  - Close and lock all the windows and doors
  - Turn off all the lights
  - Barricade all entry points to your room with anything available
  - Begin making plans of action in case your security measures are defeated and you are confronted by the shooter
  - Try to ensure that no one is visible from outside the room.
  - Someone in the room should call **911** until you get through to a dispatcher

## **If an active shooter is in the same building you are**

- Consider if you can escape out the opposite end of your building - if you can
  - Proceed several blocks away at a minimum
  - If escape is not an option
    - Follow the same procedure described in the paragraph above

# 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

- Call: FM Work Control Center at 335-5071

Telephone Service or Systems

- Call ITS at 335-2949

Computer Service or Systems

- Call ITS at 384-4357

## 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
  - Copies of the flood plan are available from Risk Management, Insurance, and Loss Prevention at 335-0010

# Hazardous Materials Incident

A hazardous materials incident is a spill or release of chemicals, radioactive materials or biological materials. 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 **911**

## **Major spills or Emergencies**

- Dial **911**
- 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
  - University Police at 335-5022, after business hours

# Earthquake

Although Iowa isn't known for having earthquakes, the New Madrid, Missouri seismic zone, is located within 400 miles of the campus and a seismic wave and potential damage could occur here.

Immediate Action:

If you are inside a building:

- Stay indoors and seek shelter under sturdy tables, desks, or inside doorways
- Do not use elevators
- Stay away from windows, wall hangings, suspended objects, and tall unsecured furniture (bookcases, cabinets, or appliances)

If you're outside

- Stay in the open, away from buildings, trees, and power lines. Don't go near anything where there is a danger of falling debris
- After the seismic waves (shaking stops)
  - Be prepared for aftershocks. Aftershocks, or even a series of aftershocks, are common after earthquakes and may last for a few seconds to perhaps as long as 5 minutes or more

Attempt to safely evacuate the building. For additional information on evacuations, see **Evacuation/Rescue Plan for Persons with Disabilities**

If you are trapped inside a building, try calling for help by yelling, banging on building materials around you, or by using a telephone or cell phone (if service is available)

Be alert for gas and water leaks, broken electrical wiring, downed electrical lines, or ruptured sewer lines. Whenever possible, turn the utility off at its source

Don't re-enter damaged buildings. Aftershocks could cause more damage or knock them down



# Severe Winter Weather

- Stay indoors during the storm
- Walk carefully on snowy, icy, walkways
- Avoid overexertion when shoveling snow. Overexertion can bring on a heart attack. If you must shovel snow, stretch before going outside
- Keep dry. Change wet clothing frequently to prevent a loss of body heat. Wet clothing loses all of its insulating value and transmits heat rapidly
  - Mittens are warmer than gloves
  - Wear a hat
  - Wear a scarf to protect your lungs
- Watch for signs of frostbite
  - These include loss of feeling and white or pale appearance in extremities such as fingers, toes, ear lobes, and the tip of the nose
  - **If symptoms are detected, get medical help immediately**
- Watch for signs of hypothermia
  - These include uncontrollable shivering, memory loss, disorientation, incoherence, slurred speech, drowsiness, and apparent exhaustion
  - If symptoms of hypothermia are detected, get the victim to a warm location, remove wet clothing, warm the center of the body first and give warm, non-alcoholic beverages if the victim is conscious. Get medical help as soon as possible
- Drive only if it is absolutely necessary. If you must drive: travel in the day; don't travel alone; keep others informed of your schedule; stay on main roads and avoid back road shortcuts
- Let someone know your destination, your route, and when you expect to arrive. If your car gets stuck along the way, help can be sent along your predetermined route
- If the pipes freeze, remove any insulation or layers of newspapers and wrap pipes in rags. Completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold (or where the cold was most likely to penetrate)
- Maintain ventilation when using kerosene heaters to avoid build-up of toxic fumes. Refuel kerosene heaters outside and keep them at least three feet from flammable objects
- Conserve fuel, if necessary, by keeping your residence cooler than normal. Temporarily close off heat to some rooms

# Tornado

## **Tornado Watch**

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

## **Tornado Warning**

A tornado warning means that a tornado has been sighted or indicated by National Weather Service. In the event of a tornado warning The University of Iowa will activate the outdoor warning system and HawkAlert. The outdoor warning system will sound the “alert” tone for 3 minutes, followed by a pre-recorded voice message. When you hear these sirens, take cover immediately, and seek additional information from local media sources.

## **Immediate Action**

- Seek shelter early
- Remain calm and avoid panic

## **Areas to Seek Shelter**

- Rooms and corridors in the innermost part of a building at the lowest level possible
- Close all doors, including main corridors, making sure they latch
- Crouch near the floor or under heavy, well supported objects and cover your head

## **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 tornado warning

Once the tornado warning has been allowed to expire or is cancelled by the National Weather Service, the outdoor warning system and HawkAlert will transmit the information via messages and pre-recorded voice announcements.

# Educational Programs Offered by the University of Iowa Department of Public Safety

<http://police.uiowa.edu/services/educational-programs/>

## Disruptive Person/Personal Safety and Self-Protection

A lecture course that covers the principles of personal safety and self-protection as well as the philosophy of resistance.

For more information email: [Oleta-McKenna@uiowa.edu](mailto:Oleta-McKenna@uiowa.edu)

## Fire Extinguisher Training

"Hands-on" fire extinguisher training is available to any faculty, staff, or student.

For more information email: [Bruce-McAvoy@uiowa.edu](mailto:Bruce-McAvoy@uiowa.edu)

## Know the Law & Know Your Rights

The purpose of this course is to inform the students about some of the common state and local law violations that occur in the Johnson County area.

For more information email: [Oleta-McKenna@uiowa.edu](mailto:Oleta-McKenna@uiowa.edu)

## Rape Aggression Defense (RAD)

R.A.D. is the nation's largest self-defense course for women.

For more information email: [radprogram@uiowa.edu](mailto:radprogram@uiowa.edu)

## Threat Assessment Team

The Threat Assessment Program is dedicated to the early identification, assessment and management of incidents and behaviors that threaten the safety and well-being of the university community. For more information email: [uitat@uiowa.edu](mailto:uitat@uiowa.edu)

## Violent Incident Survival Training (VIST)

The goal of this training is to begin your mental preparation of recognizing, assessing, and responding to threats against you.

For more information email: [Shawn-Sharp@uiowa.edu](mailto:Shawn-Sharp@uiowa.edu)

This document 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.

Recipients of this guide should become familiar with its contents and all new employees are strongly encouraged to print a personal copy.

This document cannot cover every emergency or all aspects of an individual emergency. Be sure to check with your facility manager, department manager, or building coordinator for specific building or departmental emergency guideline and procedures.

#### Contact Us

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319-384-2784 Office

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[Shawn-sharp@uiowa.edu](mailto:Shawn-sharp@uiowa.edu)

For complete information related to critical incident response refer to the University of Iowa Critical Incident Management Plan located on the University's website:

<http://www.uiowa.edu/cimp/>