

# **DISASTER PREPAREDNESS & RECOVERY PLAN**

## **SICOG**

**SOUTHERN IOWA COUNCIL OF  
GOVERNMENTS**

**2019**





## **FORWARD**

The scope and complexity of disaster recovery and the associated interruption of business establish the need for SICOG's Disaster/Emergency Planning. The Disaster/Emergency Planning is a combination of Contingency and Business Continuity Planning. The process of developing a plan of this type is complex, but achievable.

## **ABOUT THE ORGANIZATION**

The mission of the SICOG is to provide a framework within which to create a comprehensive approach to area-wide development, and the orderly conservation of resources in State Planning Area XIV. Services provided by SICOG include, but are not limited to: Economic Development: comprehensive loan packages, community marketing plans, development projects, and financial packaging; Community Development: grant application and administration, special projects, and information resources; Planning: comprehensive development plans, area-wide development plans, recreation plans, zoning and subdivision regulations, ordinance codification, annexations, site designs, and neighborhood studies; Housing: grant application and administration, first-time home buyers program, special projects, and information resources; and Disaster Assistance: coordinate disaster assistance programs, short-term and long-term disaster assistance plans and housing assistance due to disaster.

### ***Mission Statement***

Southern Iowa Council of Governments (SICOG) is a non-profit organization that provides and coordinates community and economic development services primarily through the delivery of planning services, technical program assistance, grant writing and grant administration to assist local governments and others in their efforts to improve the social and economic well-being of its eight-county service area.

## **LEGAL NOTICE**

SICOG IS SOLELY RESPONSIBLE FOR ALL ASPECTS OF THIS DISASTER/EMERGENCY PLANNING PROJECT AND FOR THE DETERMINATION OF THE VALIDITY, APPLICATION, AND USEFULNESS OF THE INFORMATION PROVIDED HEREIN. BY USING THIS MATERIAL ANY SECONDARY USERS AGREE THAT THE SOUTHERN IOWA COUNCIL OF GOVERNMENTS IS NOT LIABLE FOR ANY DAMAGES THAT RESULT OUT OF THE USE OF THIS MATERIAL.



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# DISASTER/EMERGENCY PLAN

## **PURPOSE**

The purpose of a Disaster/Emergency Plan is to protect the employees from serious injury, property loss, or loss of life in the event of an actual or potential major disaster. A major disaster may include, but is not limited to, any of the following: fire, tornado, earthquake, bomb threat, or workplace violence. In the event of a major disaster, this Disaster/Emergency Plan describes the initial responsibilities and actions to be taken to protect all employees until the appropriate municipal responders take over.

## **SCOPE**

For the protection of employees, the Disaster/Emergency Plan is judicious and conscientious. It is also necessary and prudent for the protection of our clients and visitors. It is a requirement that the employer review with each employee upon their initial assignment or when the plan changes, those parts of the plan that the employee must know to protect themselves in the event of an emergency. In addition, the written plan shall be made available for employees to review and plan for their evacuation.

### **1.1 SCOPE**

The SICOG Disaster/Emergency Plan includes the strategies, actions and procedures to resume the business operations and functions associated with the SICOG business operations.

### **1.2 TIME-FRAMES**

As used in the Plan, "Time-Frame" is the period of time between the occurrence of the disruption event and the time when a given business function must restore some level of service.

### **1.3 CONTINGENCY STRATEGIES**

Resumption of time-sensitive business operation is dependent on availability of the resources required to support the associated functions and processes. Those resources include:

- Work area for personnel equipped with workstations, Local Access Network (LANs, etc.)
- Furniture and fixtures
- Voice communications (telephone, inbound lines, long distance, etc.)
- Connectivity

### **1.4 DISASTER DEFINED**

The following emergency action procedures will assist SICOG in minimizing injury, loss of life and recovery of business activities in the event of the following:

- **MEDICAL EMERGENCIES**
- **FIRE/EMERGENCY EVACUATION**

- **NATURAL DISASTERS**
- **BLIZZARD**
- **BOMB THREAT**
- **WORK PLACE VIOLENCE**
- **POWER LOSS**
- **MOTOR VEHICLE ACCIDENT PLAN**
- **GAS LEAK**
- **WATER LEAK**
- **SHELTER IN PLACE**
- **COMPUTER DISASTER/EMERGENCY PLAN**

These procedures cover actions to be taken to minimize exposure to facility related incidents. Although this procedure provides guidelines, SICOG management is to decide the appropriate courses of action in each emergency.

1. Notification

Whenever there is an emergency situation, the “Emergency Coordinator” (Nancy Groth), 1<sup>st</sup> alternate (Judy Brimm), 2<sup>nd</sup> alternate (Jeremy Rounds) must:

- a. Notify other employees in danger and, if required, evacuate the area immediately.
- b. Notify the Fire Department/Police Department if the emergency involves a fire or the need to evacuate.
- c. Obtain the day’s itinerary to assist with accounting for employees if the building is evacuated. The itinerary can be seen on the IN/OUT board.
- d. Notify the injured employee’s designated emergency contact if employee requires medical attention. Emergency contact information is maintained by the Executive Director in the master copy of the disaster plan.

2. General Housekeeping

Good Housekeeping will be the responsibility of ALL employees.

- a. Waste materials are to be discarded in their proper places.
- b. Employees are responsible for keeping their work areas neat and orderly. Put files in cabinets when not used. At the end of the day, have “clean” desk tops.
- c. All hallways and exits will be kept clear.
- d. Access to fire extinguishers will be kept clear.
- e. Each person will be responsible for properly maintaining their space and each person is required to handle, store and maintain hazardous materials.

### 1.5 PHASES

The Plan is organized into (4) four phases; Response, Resumption, Recovery and Restoration.

- In the Response Phase an event has occurred interrupting business processing. The extent of impact to personnel, equipment and facility is to be determined. If a disaster is declared, it is done during the Response Phase. The alternate site is activated, if necessary.

- The Resumption Phase details the tasks, personnel and equipment necessary to resume mission-critical business functions.
- The Recovery Phase details the task, personnel and equipment necessary to resume less time-sensitive business functions. Planning for the Restoration Phase begins.
- The Restoration Phase provides guidance during the crossover from the alternate processing site and the home site.

## 1.6 ADMINISTRATION

Administration of the Plan is the responsibility of a designated individual, such as the Executive Director. As the custodian and administrator of the SICOG Business Disaster/Emergency Plan, the Executive Director shall have a thorough knowledge of all Plan contents. Responsibility for maintaining specific sections of the Plan resides with all employees in accordance with the objectives and functional responsibilities of Response, Resumption, Recovery and Restoration.

Should a plan review necessitate any changes or updates, the Executive Director is responsible for generating the changes and issuing the updates, individual staff is responsible for suggesting possible revisions as they see fit. Cooperation of all in this endeavor is essential.

## 1.7 PROCEDURES

The primary objective of the Executive Director is to maintain current information related to Response, Resumption, Recovery and Restoration by promptly processing changes to the Plan. "Plan Administration" addresses those activities necessary for maintaining a viable Disaster/Emergency Plan.

Changes to the plan must be promptly processed. Specific "Plan Administration" activities ensure that the Plan is maintained in a current state, and include:

- Conducting regular reviews of the SICOG Business Disaster/Emergency Plan by the Executive Director.
- Reviewing and updating the SICOG Disaster/Emergency Plan by the Executive Director and all staff.
- Developing administrative procedures to control changes within the SICOG Disaster/Emergency Plan and to control distribution of the Plan.

## 1.8 DISTRIBUTION

The SICOG Disaster/Emergency Plan is a restricted document, since it contains Proprietary Information. For the purposes of this plan, "Proprietary Information" is defined to be information that could have a negative impact on the SICOG or its customer if improperly released; and could be valuable to external parties. Proprietary Information is all non-published information rightfully obtained, developed or produced by or for the SICOG and/or its employee(s) for the benefit of the Organization.

Proprietary Information is owned by the Organization, not by the employee. This document is identified as Confidential. This plan is also restricted since it contains the SICOG's strategy for recovery of applications systems and time-sensitive data, and the names, addresses and telephone numbers of employees. Therefore, the plan is distributed on a need-to-know basis.



# MEDICAL EMERGENCIES

LIFE THREATENING:  
GREATER REGIONAL HOSPITAL, CRESTON:  
POISON CENTER:

911  
782-7091  
1-800-222-1222

## MEDICAL EMERGENCIES

Medical emergencies can happen from accidents or medical conditions. The role of employees in a medical emergency is to provide care to the victim until first responders arrive. Employees should NOT provide any first aid beyond their training. Often the person experiencing the emergency does not acknowledge or denies the situation is serious. If in doubt, take immediate action.

- DO NOT move the victim(s), especially if you suspect a head or neck injury, unless safety is a concern
- Check victim for medical alert bracelet or necklace
- Call 911 and give:
  - a. Name
  - b. Phone Number
  - c. Address
  - d. Description of the problem and patient
- Send someone to meet emergency personnel and show to location
- Employees should comfort the victim and reassure them that medical attention is on the way
- Before providing any assistance, employees should survey the scene for additional hazards and ensure it is safe to render aid
- Assist emergency personnel with pertinent information about the incident
- Remain with the victim until trained help arrives
- Report incident to management

Following are some simple guidelines:

1. Verbally notify the office of an emergency.
2. If life threatening contact 911.
3. The First Aid Kit is located on the South Wall of the Kitchen area. It is a white plastic box with Red Cross and other markings.
4. If an employee is trained in CPR and First Aid. **THESE EMPLOYEES SHALL TAKE COMMAND OF THE SITUATION IN LIFE SAVING MEASURES.**

THE EXECUTIVE DIRECTOR WILL NOTIFY THE INJURED EMPLOYEE'S DESIGNATED EMERGENCY CONTACT IF AN EMPLOYEE REQUIRES MEDICAL ATTENTION. EMERGENCY CONTACT INFORMATION IS MAINTAINED IN A MASTER COPY OF THIS PLAN BY THE EXECUTIVE DIRECTOR. IF THE EXECUTIVE DIRECTOR IS NOT PRESENT, THE FINANCE DIRECTOR WILL MAKE THE NOTIFICATION.



# FIRE EVACUATION

**EMERGENCY:** 911  
**CRESTON FIRE DEPARTMENT:** 911  
**SERVICEMASTER FIRE & WATER MITIGATION:** 515-274-9109  
**TYLER INSURANCE:** 641-782-5503

SICOG's policy is to evacuate all employees in the event of a fire, explosion or release of hazardous material. Use of fire extinguishing equipment will be allowed only in those cases where employees trained in the use of fire extinguishing equipment recognize there is a minimum danger to the safety and health of employees.

## GENERAL—

The purpose of the Fire Evacuation Plan is to ensure all employees are safely and rapidly evacuated from the facility in the event of a fire. The following guidelines are to be used to assist in an orderly evacuation.

## SITUATION CONTROL—

**Executive Director:** Timothy Ostroski  
**Emergency Coordinator:** Nancy Groth  
**1<sup>st</sup> Alternate:** Judy Brimm  
**2<sup>nd</sup> Alternate:** Jeremy Rounds

### 1. Notification

In the event of a fire, notify the office verbally or use the fire horn located on the counter by the mail / fax machine with a series of three blasts. Evacuate the building by the nearest exit and dial 911 from a safe location.

### 2. The Employees: Upon hearing the fire horn or verbal notification, all employees are to exit the building and report to the SICOG (city) PARKING LOT – CENTER ISLAND - SOUTH END.

## DO NOT RE-ENTER THE BUILDING TO LOCATE MISSING EMPLOYEES!!!!

**The Emergency Coordinator:** Will direct or attempt to shut off gas to building if time permits. The Emergency Coordinator (EC) shall make himself or herself known to the fire chief or fire supervisor upon their arrival. The Fire Department will have primary responsibility for coordinating the response or any additional evacuation. The EC will inform the Fire Chief or Police of the unaccounted for individual(s) and approximate last location. If the individual(s) are later accounted for, the Emergency Coordinator will inform the appropriate authority.

### 1. All Staff: Will check employees to see that all are accounted for.

#### Evacuation Plan

Once you have been notified by the fire horn or voice communication, you must evacuate the building according to the following directives.

- a. The primary evacuation route is through the closest exits within the building that are not affected by the emergency. Secondary routes would be through exits from any side of the building not affected by the emergency.
- b. Assist others with evacuation if needed.

- c. Close as many doors as possible when exiting the building in order to help contain the fire.
- d. Once outside, report to the SICOG PARKING LOT – CENTER ISLAND - SOUTH END. Do not block street, sidewalks, driveways, and any other possible access needed by Fire or Safety personnel.
- e. The Emergency Coordinator will perform a sweep of the building to insure all offices and restrooms have been vacated, if possible.

**2. Re-entry**

No employees, other than management personnel required to assist the Fire Department, will be allowed in the building until an all clear has been given by the Fire Department. Following notification that the facility is “all clear” by the Fire Department, upon completion of an inspection, conducted by the Executive Director, employees be allowed to return to the building or work area.

**3. Responsibilities**

- a. Be prepared to assist any children, disabled or elderly people that may be in the building with evacuation.
- b. Know the location of the fire extinguishers in your area.
- c. Know the location of the gas.
- d. Know the primary exits from your area. (See facility floor plan.)

**4. Additional Safeguards**

Special care must be taken to insure that flammable materials are stored properly. Following are additional safeguards that are to be adhered to:

- a. Keep all flammable liquids away from sparks, heat and open flames.
- b. Always dispose of product cartons in an appropriate manner.

**5. Care and Use of Extinguishers**

- a. Extinguishers are easily accessible.
- b. Extinguishers are to be kept charged at all times and must be inspected for proper tags on an annual basis by the Emergency Coordinator. Care should be taken to insure that all pins, tags, and gauges are intact and in good repair.
- c. Extinguishers will be mounted on the wall and will be easily accessible by all employees.

## FIRE AFTERMATH CHECKLIST

- \_\_\_\_\_ **If there are injuries, follow medical emergency plan**
- \_\_\_\_\_ **Physically account for all employees that were in the office and field**
- \_\_\_\_\_ **Notify family members of employees that are injured or deceased**
- \_\_\_\_\_ **Have all employees notify family members that they are OK**
- \_\_\_\_\_ **If there are damages to the building, contents, or personnel, contact insurance company and report a claim: Tyler Insurance, Phil Tyler, 641-782-5503**
- \_\_\_\_\_ **Timing is critical for fire restoration: contact SERVICEMASTER, 515-274-9109**
- \_\_\_\_\_ **Building damaged: set up temporary location for office, contact local real estate vendors**
- \_\_\_\_\_ **Computers down: Retrieve backup drive and usable computers for future use.**
- \_\_\_\_\_ **Review and revise this plan (what worked and did not work)**



# NATURAL DISASTERS

**EMERGENCY:** 911  
**CRESTON FIRE DEPARTMENT:** 911  
**SERVICEMASTER FIRE & WATER MITIGATION:** 515-274-9109  
**TYLER INSURANCE:** 641-782-5503

## Severe Storms/Tornadoes

Definitions—

**Tornado Watch**—Conditions are conducive to the development of tornadoes in and close to the watch area.

**Tornado Warning**—A tornado has actually been sighted by spotters or indicated on radar and is occurring or imminent in the warning area.

### SITUATION CONTROL --

Emergency Coordinator: Nancy Groth

1<sup>st</sup> Alternate: Judy Brimm

2<sup>nd</sup> Alternate: Joel Lamb

#### 1. Action Plan—Tornado Watch

Since a tornado watch indicates that a tornado is likely to develop and may allow time to prepare, the following actions should be taken:

Alert all employees verbally of the tornado watch. Employees should be prepared to rapidly shut down and isolate computer equipment. The Executive Director and/or their designee will designate one person to listen to a radio or consult the internet for updates on condition changes and/or warnings. If a tornado warning is given, that person will be responsible for informing the Executive Director or their designee so that appropriate action can be taken.

#### 2. Action Plan—Tornado Warning

If advised that the office is likely to be in the path of a tornado, the following actions should be taken as time allows:

Notify all employees via office phone, cell phone, or door to door. Move all employees to the designated shelter (safe in GIS Room) away from electrical and gas sources (see attached floor plan). As time allows, shut down as much of the electrical system as possible. Shut down all computer equipment if possible. The Emergency Coordinator will account for all employees, (if not available, responsibility goes to the alternate.) Advise employees to cover their heads and remain in the designated area until an all clear is given.

#### 3. Action Plan—Tornado Strike to the COG facility

If a tornado hits SICOG, the following guidelines will assist in ensuring proper response:

Wait for the tornado to pass before evacuating employees from the facility. The Emergency Coordinator will ensure that all employees are accounted for and assistance is directed as necessary. **All employees should report to the SICOG (city) PARKING LOT – CENTER ISLAND - SOUTH END. Don't leave until you are accounted for by management.**

Emergency Coordinators will assist in assessing injuries to employees. Do not move seriously injured employees unless in immediate danger from structures, electricity, gas, etc. Extinguish small incipient stage fires if possible. Notify Police/Emergency Rescue/Fire Department of assessment of injuries and damages.

**The tornado shelter for SICOG is located in the GIS work area. This room is designated and has a Tornado Shelter sign on it. The two interior bathrooms could also be used if more space is needed or if time does not allow you to get to the designated Tornado Shelter. If there is very little notice, go to any one of the interior offices on the north side and get on the floor and cover your head. Please see the attached floor plan.**

#### **4. Action Plan—Tornado Strike Outside with no Shelter**

If a tornado is in the area and you are traveling in an agency vehicle, the following actions should be taken:

Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge; you are safer in a low, flat location. Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.

#### **TORNADO AFTERMATH CHECKLIST**

- \_\_\_\_\_ If injuries, follow medical emergency plan
- \_\_\_\_\_ Account for all employees in the office and field
- \_\_\_\_\_ Notify family members of employees that are injured or deceased
- \_\_\_\_\_ Have all employees notify family members that they are OK
- \_\_\_\_\_ If there are damages to the building, contents, or personnel contact insurance company and report a claim: **TYLER INSURANCE: Phil Tyler, 641-782-5503**
- \_\_\_\_\_ Attempt to secure any key documents in boxes or cabinets
- \_\_\_\_\_ Building damaged: set up temporary location for office, contact local real estate vendors.
- \_\_\_\_\_ Can we stay in town or need to relocate out of town?
- \_\_\_\_\_ Check the phone status and see if any lines are operational
- \_\_\_\_\_ Review and revise this plan (what worked and did not work)



<b>SERVICEMASTER</b>	<b>515-274-9109</b>
<b>TYLER INSURANCE:</b>	<b>641-782-5503</b>
<b>CRESTON WATER DEPARTMENT:</b>	<b>641-782-5817</b>
<b>SCHROEDER PLUMBING AND HEATING:</b>	<b>641-202-1048</b>
<b>J&amp;J PLUMBING AND HEATING:</b>	<b>641-782-7852</b>

#### SITUATION CONTROL --

**Executive Director: Timothy Ostroski**

**1<sup>st</sup> Alternate Coordinator: Chairman of the Board of Director**

**2<sup>nd</sup> Alternate: Judy Brimm**

**3<sup>rd</sup> Alternate: Nancy Groth**

Generally, the following from the Employee handbook will be followed:

### **INCLEMENT WEATHER**

The SICOG office will normally be open on all regular workdays regardless of weather conditions. The determination to close the office will be made by the Executive Director, or the Chairman of the Executive Board in the absence of the Executive Director. If such determination is made before the beginning of a workday, the Executive Director will attempt to notify each employee by telephone. In the event that severe weather should prevent the office from being open, all employees will be paid at their normal base pay for the day.

In the event of inclement or adverse weather conditions, an employee feels that he or she cannot safely report to work, the employee shall notify the Executive Director prior to when the employee is scheduled to report to work. An employee, who feels that he or she cannot safely report to work, will be required to utilize vacation hours or personal days. If the employee has an insufficient amount of accrued vacation or personal days, he or she will receive leave without pay for such absences.

At the discretion of the Executive Director, an employee will be allowed to leave early due to inclement weather. An employee, who requests to leave early, will be required to utilize current vacation hours or personal days (2 per anniversary year) if the employee has an insufficient amount of accrued vacation or personal days, he or she will receive leave without pay for such absences.

#### **If stranded in a car or truck:**

- Stay in the vehicle!
- If you have a cell phone, use it and contact the office or police for help.
- Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers:
  - Turn on the dome light at night when running the engine.
  - Tie a colored cloth to your antenna or door.
  - Raise the hood after the snow stops falling.
- Exercise to keep blood circulating and to keep warm.

- Once rescued contact the office to let them know your status.

#### **BLIZZARD AFTERMATH CHECKLIST**

- \_\_\_\_\_ If injuries, follow medical emergency plan
- \_\_\_\_\_ If there are damages (due to snow weight, wind or collapse) to the building or contents, contact insurance company and report a claim: **TYLER INSURANCE: Phil Tyler, 641-782-5503**
- \_\_\_\_\_ Bring building and equipment up to ambient temperature (if power was lost) prior to turning on water
- \_\_\_\_\_ Check all pipes for leaks, frozen pipes can cause major damages to a building
- \_\_\_\_\_ If leak is detected attempt to turn off water supply. If not able, contact **Creston Water Department, 641-782-5817**, then a plumber; **Schroeder Plumbing and Heating, 641-202-1048** or **J&J Plumbing and Heating 641-782-7852**
- \_\_\_\_\_ Review and revise this plan (what worked and did not work)



# BOMB THREAT

**EMERGENCY:**

**CRESTON FIRE DEPARTMENT:**

**TYLER INSURANCE:**

**911**

**911**

**641-782-5503**

**SITUATION CONTROL --**

Emergency Coordinator: Nancy Groth

1<sup>st</sup> Alternate: Judy Brimm

2<sup>nd</sup> Alternate: Jeremy Rounds

In the event a bomb threat is received, stay calm and try to retrieve as much information from the caller as possible such as:

- Where is the bomb?
- What time is it set to go off?
- What kind of bomb is it?
- What kind of package is it in? (If there is one)
- What is the reason for setting the bomb?
- Try to judge the voice (man, woman, child)
- Listen for any background noise such as traffic, music, children, or machine noise.

**1. Call 911 and give the following information:**

- a. Company name and address
- b. Name of person receiving the call
- c. Any information receiver was able to obtain

**2. Evacuate the building. Emergency exits are marked on the attached floor plan.**

- a. Assist others with evacuation if needed.
- b. Once outside, **report to the SICOG (city) PARKING LOT – CENTER ISLAND - SOUTH END.** Do not block streets, sidewalks, driveways, and any other possible access needed by Fire and Safety personnel.
- c. No employees, other than management personnel required to assist the Police Department, will be allowed in the building until an all clear has been given by the Police Department.
- d. Following notification that the facility is ‘all clear’ by the Police Department, the Executive Director and the Emergency Coordinators shall inspect the facility. Only upon completion of this inspection shall employees be allowed to return to the building or work area.

**BOMB THREAT AFTERMATH CHECKLIST**

- \_\_\_\_\_ Account for all employees in the office; if others are away, send informative text message
- \_\_\_\_\_ Have all employees notify family members that they are OK
- \_\_\_\_\_ Have the supervisor and call taker give a formal statement to investigators
- \_\_\_\_\_ Review and revise this plan (what worked and did not work)



# WORK PLACE VIOLENCE

**EMERGENCY:**

**911**

## SITUATION CONTROL --

Emergency Coordinator: Nancy Groth  
1<sup>st</sup> Alternate: Judy Brimm  
2<sup>nd</sup> Alternate: Jeremy Rounds

## WORKPLACE VIOLENCE

We are dedicated to the safety of all employees, so the company has developed procedures to identify potential threats and prevent violent incidents from occurring. Employees should report threats of violence or perceived threats and safety concerns to:

1. Their immediate supervisor or management
2. In the event of immediate danger, also call your local law enforcement agency at 911
3. Remember – all threats or perceived threats should be taken seriously

## POTENTIAL SCENARIOS:

1. An employee verbally threatens or intimidates a coworker
2. An employee makes a veiled or implied threat to a supervisor
3. A customer makes threatening comments or gestures to an employee
4. A family member or significant other of an employee is a threat to the employee, coworkers or workplace
5. An employee receives a threatening e-mail at work from a coworker, customers or family member
6. A stranger calls the workplace and says that an employee is making threats from a workplace phone or computer

## SIGNS OF POTENTIAL VIOLENCE:

- An entitled or blaming view of disputes with the business
- Unsettling references to other incidents of violence
- Regular threats to physically harm themselves or commit suicide
- Direct or indirect statements to harm or kill others
- Inappropriate outbursts, can't control impulsive behavior
- Excessive focus on firearms, weapons, or military gear
- Physical or behavioral signs of substance abuse
- Follows or watches others
- Persistent unwanted contact of others
- Gestures of violence toward self or others
- Physical aggression or intimidation
- Frequent misinterpretation of others' behaviors
- Obsessive thoughts about a person or issue
- Unrealistic fears of being mistreated by others
- Changes or losses in personal support system
- Recent loss of a primary relationship or child custody
- Financial, legal or employment troubles

In the event that an incident happens, please follow the guidelines below:

1. Contact the Executive Director or Emergency Coordinator.
2. Warn other employees.
3. If the situation requires police involvement, call 911 and report the following information:
  - a. Company name
  - b. Building address
  - c. What took place
  - d. Perpetrators name, if known
  - e. Where perpetrator was last seen and what they were wearing
  - f. Any injuries
  - g. Wait for police department—tend to the injured, see medical emergency plan

**WORKPLACE VIOLENCE AFTERMATH CHECKLIST**

- \_\_\_\_\_ If injuries, follow medical emergency plan
- \_\_\_\_\_ Have the supervisor and all parties involved give a formal statement to investigators
- \_\_\_\_\_ Explain the situation to all office staff and what to do if they see this person again
- \_\_\_\_\_ Legal counsel needed in case of termination or restraining order
- \_\_\_\_\_ Review and revise this plan (what worked and did not work)



# POWER OUTAGE

<b>EMERGENCY:</b>	<b>911</b>
<b>CRESTON FIRE DEPARTMENT:</b>	<b>911</b>
<b>ALLIANT ENERGY:</b>	<b>800-255-4268</b>
<b>CRESTON WATER DEPARTMENT:</b>	<b>641-782-5817</b>
<b>TYLER INSURANCE:</b>	<b>641-782-5503</b>

In the event of an extended power loss to the facility, the following precautionary measures should be taken:

1. Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and affecting sensitive equipment. This includes computers and servers.
2. In the event of freezing temperatures, water should be shut off and drained from the water lines and toilets.

Upon restoration of heat and power:

1. Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on circuitry.
2. Pipes should be checked for leaks from freeze damage after the heat has been restored to the facility and the water turned back on.

## POWER LOSS AFTERMATH CHECKLIST

- \_\_\_ Did any essential computer systems get unplugged for surge protection
- \_\_\_ Damage of any major computer systems
- \_\_\_ Bring building and equipment up to ambient temperature prior to turning on water
- \_\_\_ Check all pipes for leaks, frozen pipes can cause major damages to a building
- \_\_\_ If leak is detected attempt to turn off water supply. If not able, contact **Creston Water Department, 641-782-5817**, then a plumber; **Schroeder Plumbing and Heating, 641-202-1048** or **J&J Plumbing and Heating 641-782-7852**
- \_\_\_ If there are damages (due to snow weight, wind or collapse) to the building or contents, contact insurance company and report a claim: **TYLER INSURANCE: Phil Tyler, 641-782-5503**
- \_\_\_ Review and revise this plan (what worked and did not work)



# MOTOR VEHICLE ACCIDENT PLAN

## EMERGENCY:

911

If you are involved in a motor vehicle accident while operating an agency vehicle, do the following:

**If you have an accident, do not make any statement of responsibility.**

1. Stop immediately, turn off the engine, and set the emergency brake. Switch on the vehicle hazard warning system. If there is a passenger(s), ensure that they are without injury and have them remain in the car.
2. Check for injuries. If anyone involved is injured, take the necessary steps to get appropriate medical help immediately. First, ask if there are any injuries. If there are injuries, use your cell phone or locate a telephone to summon medical help and notify the police or ambulance.
3. Take steps to prevent other injuries:
  - a. DO NOT attempt to move anyone who appears to be seriously injured.
  - b. Protect injured persons from further injury, such as from broken glass, or from other vehicles.
  - c. DO NOT ignore anyone's claim of injury even if you have doubts.
  - d. Evacuate the vehicle only to prevent injury, (as in the case of fire).
4. Do not move your vehicle without approval of a supervisor or an officer of the law who has taken charge.
5. Immediately report every accident to proper authorities and SICOG offices. An accident that may occur to your vehicle or even observed from you outside your vehicle, even if you think that no legal claim against you or SICOG is involved, should be reported. Unreported accidents could cause trouble later.
6. Always obtain license numbers of other vehicles if the drivers witnessed the accident. Obtain the names of all witnesses regardless of attitude. Children of school age are capable witnesses. It is preferable that a witness identifies himself. Business cards showing names and addresses are satisfactory. Write down any important remarks by the injured person, as you will need this information in making your report. Also, make a note of any significant remarks made by a witness. Note the badge number of police officers present.
7. Be sure to secure the name and address of every occupant, indicating which is the driver. Copy the name and address of the registered owner from the registration slip, and the license number, state, and year issued.
8. Make a diagram of the physical details of the accident. If possible, take pictures.
9. Address questions/comments only to the police or authorized representatives of SICOG. Review the details of the accident with the Executive Director at the earliest opportunity. Do not make statements about the accident to anyone except the police or SICOG representatives - at the scene or any other time or place. Do not discuss the accident with members of the press, other operators, or anyone else that cannot show that he is authorized to question you. Do not sign any written statement. Do not argue with anyone about the accident.
10. YOU SHOULD NOT ADMIT FAULT or volunteer any information that could later damage SICOG's legal rights. Do cooperate with the police, but only to the necessary extent. Any information you give to the police becomes public information.
11. If an animal is injured, notify the SICOG office and request the police to notify Animal Control.
12. See a doctor. You might be injured and not know it.
13. Gather all needed information in order to make an official report to the office and the insurance company immediately.

## MOTOR VEHICLE ACCIDENT AFTERMATH CHECKLIST

- If injuries, follow medical emergency plan
- Emergency contacts been notified
- Towed vehicles need to be moved to a body shop

\_\_\_\_\_ **Contact the insurance company and report a claim: TYLER INSURANCE:**  
**Phil Tyler, 641-782-5503**

\_\_\_\_\_ **Contact Legal representation needed to protect SICOG legal rights:** Andrea McGinn  
THE LAW SHOP BY SKOGERSON MCGINN LLC, 413 Grant Street, Van Meter, Iowa 50261  
Tel: 515.996.4045

\_\_\_\_\_ **Has the incident been properly documented for SICOG and the Police**

\_\_\_\_\_ Review and revise this plan (what worked and did not work)



# GAS LEAK

**EMERGENCY:**

**CRESTON FIRE DEPARTMENT:**

**ALLIANT ENERGY:**

**TYLER INSURANCE:**

**911**

**911**

**1-800-255-4268**

**641-782-5503**

**SITUATION CONTROL --**

**Executive Director: Timothy Ostroski**

**Emergency Coordinator: Marcus Amman**

**1<sup>st</sup> Alternate: Judy Brimm**

**2<sup>nd</sup> Alternate: Nancy Groth**

**SICOG's policy is to evacuate all employees in the event of a gas leak**

**GENERAL—**

The purpose of the Gas Leak Evacuation Plan is to ensure all employees are safely and rapidly evacuated from the facility in the event of a release. The following guidelines are to be used to assist in an orderly evacuation.

**1. Notification**

**In the event of a gas leak, notify the office verbally or use the fire/gas leak horn located on the counter by the mail / fax machine with a series of three blasts. Evacuate the building by the nearest exit and dial 911 from a safe location.**

**2. The Employees**

**Upon smelling a gas leak or verbal notification, all employees are to exit the building and report to the SICOG (city) parking lot – center island – south end. Do not block streets, sidewalks, driveways, and any other possible access needed by Fire and Safety personnel.**

***DO NOT RE-ENTER THE BUILDING TO LOCATE MISSING EMPLOYEES!!***

Emergency Coordinator will direct an employee to shut off Gas to building if time permits. The Emergency Coordinator shall make themselves known to the Fire Chief or Fire Supervisor upon their arrival. The Fire Department will have primary responsibility for coordinating the response or any additional evacuation.

Emergency Coordinators will inform the Fire Chief or Police of the unaccounted for individual(s) and approximate last location. If the individual(s) are later accounted for, the Emergency Coordinator will inform the appropriate authority.

**1. Evacuation Plan**

Once you have been notified by the **fire/gas leak** horn or communication, you evacuate the building according to the following directives.

- a. Do NOT turn on/off lights or cell phones or do anything that could cause a spark.
- b. The primary evacuation route is through the closest exits within a building that are not affected by the emergency. Secondary routes would be through exits from any side of the building not affected by the emergency.
- c. Assist others with evacuation, if needed.
- d. Open as many doors as possible when exiting the building in order to help vent the gas inside the building.

- e. Once outside, report to the **SICOG parking lot – center island-south end**. Do not block streets, sidewalks, driveways, or any other possible access needed by Fire or Safety personnel.
  - f. The Emergency Coordinator will perform a sweep of the building to insure all offices and restrooms have been vacated, if possible
2. Re-entry
- No employees, other than management personnel required to assist the Fire Department, will be allowed in the building until an all clear has been given by the Fire Department or Alliant Energy. Following notification that the facility is “all clear” by the Fire Department or Alliant, the Emergency Coordinators shall inspect the facility. Only upon completion of this inspection will employees be allowed to return to the building or work area.
3. Responsibilities
- a. Be prepared to assist any children, disabled, or elderly people who may be in the building with evacuation.
  - b. Know the primary exits from your work area.
  - c. Know the location of the gas shut off.
4. How to shut off the gas
- a. Locate the gas shut off valve
  - b. User pliers, located behind gas meter, and rotate the valve to the off position, making sure you line up the two holes.

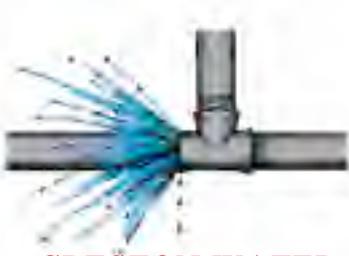
## WEST CENTER OF THE OFFICE BUILDING (in alley by back door)

### LOCATION OF SHUT OFF VALVE



### GAS LEAK AFTERMATH CHECKLIST

- \_\_\_\_\_ Account for all employees in the office
- \_\_\_\_\_ Contact Alliant Gas Company—
- \_\_\_\_\_ Prior to turning on any equipment, electrical devices, or returning employees back into the building make sure building is well ventilated
- \_\_\_\_\_ Contact local, **Schroeder Plumbing and Heating, 641-202-1048** or **J&J Plumbing and Heating 641-782-7852**, to have all gas lines checked
- \_\_\_\_\_ Have Schroeder Plumbing and Heating, or J&J Plumbing and Heating re-light pilot light on the hot water heater and furnace, if necessary
- \_\_\_\_\_ If there are damages to the building, contents, or personnel, contact insurance company and report a claim; **TYLER INSURANCE: Phil Tyler, 641-782-5503**
- \_\_\_\_\_ Review and revise this plan (what worked and did not work)



# WATER LEAK

**CRESTON WATER DEPARTMENT:**

**641-782-5817**

**SCHROEDER PLUMBING AND HEATING:**

**641-202-1048**

**J&J PLUMBING AND HEATING:**

**641-782-7852**

**SERVICEMASTER**

**515-274-9109**

**TYLER INSURANCE:**

**641-782-5503**

**641-782-5503**

Turn off the water (at the source) with the shut off valve (you will need to hunt for it because I don't know where it is). If leak does not stop contact Creston water department to shut off water to building.

- Phone Creston Water Dept./ Schroeder Plumbing and Heating —let them know of the situation.
- Protect electrical equipment on floors by lifting them onto desks if possible.
- If there are damages to the building, contents, or personnel, contact insurance company and report a claim; **TYLER INSURANCE: Phil Tyler, 641-782-5503**
- Review and revise this plan (what worked and did not work)



# SHELTER IN PLACE

## SITUATION CONTROL --

**Executive Director:** Timothy Ostroski  
**Emergency Coordinator:** Jeremy Rounds  
**1<sup>st</sup> Alternate:** Judy Brimm  
**2<sup>nd</sup> Alternate:** Marcus Amman

## Notification—

In the event of a chemical, biological or airborne contamination, notify the office verbally to gain attention and the Emergency Coordinator will brief office of the situation. Because of the proximity of the train tracks, a chemical spill is probably our biggest issue.

**Employees:** Upon hearing a verbal notification, all employees are to proceed directly to the Small Board Room. **Plastic Sheeting and duct take is located above the ceiling tile in the southwest corner of the small boardroom.**

**Emergency Coordinator:** Will direct employees to close all windows in the building, turn off all heating and cooling elements

1. Employers should close the office and make any customers, clients or visitors in the building aware that they need to stay until the emergency is over. Close and lock all windows, exterior doors and any other openings to the outside.
2. The Emergency Coordinator will turn off all heating, ventilating and air conditioning systems. The systems that automatically provide for exchange of inside air with outside air, in particular, need to be turned off, sealed or disabled.
3. Unless there is an imminent threat, employers should ask employees, customers, clients and visitors to call their emergency contacts to let them know where they are and that they are safe.
4. If you are told there is danger of explosion, close any window shades, blinds, or curtains near your workspace. Take your workplace disaster supplies kits, if you have one, and go to the board room. Once everyone is in, shut and lock the doors. There should be a radio in the room.
5. Turn on the radio. If instructed to do so by officials, use duct tape and plastic sheeting, such as heavy-duty plastic garbage bags, to seal all cracks around the door(s) and any vents into the room. As much as possible, reduce the flow of air into the room.
6. Keep listening to the radio for updates until you are told all is safe or you are told to evacuate.
7. When you are told that all is safe, open windows and doors, turn on heating, ventilating and air conditioning systems and go outside until the building's air has been exchanged with now-clean outdoor air. Follow any special instructions given by emergency authorities to avoid chemical or radiological contaminants outdoors.

## In Your Vehicle

1. If you are very close to home, your workplace, or a public building, go there immediately and go inside. Follow the “shelter-in-place” recommendations for that location.
2. If you are unable to get indoors quickly and safely, pull over to the side of the road. Stop your vehicle in the safest place possible. If it is sunny outside, it is preferable to stop under a bridge or in a shady spot to avoid being overheated.
3. Turn off the engine.
4. Close windows and vents.
5. If possible, seal the heating, ventilating and air conditioning vents with duct tape or anything else you may have available.
6. Listen to the radio periodically for updated advice and instructions. (Modern car radios consume very little battery power and should not affect your ability to start your car later.)
7. Stay where you are until you are told it is safe to get back on the road. Be aware that some roads may be closed or traffic detoured. Follow the directions of law enforcement officials.



# COMPUTER DISASTER/EMERGENCY PLAN

## **PURPOSE OF PLAN**

The plan is to ensure continuous data processing for our staff in the event of an emergency.

## **WHEN TO ACTIVATE THE PLAN**

1. If the building has been damaged a computer malfunction is possible.
2. Electrical power is off for an indefinite period of time.
3. SICOG's building has been destroyed.

## **RESPONSIBILITY FOR PLAN ACTIVATION**

1. Executive Director will be notified of an emergency and will be responsible for activating the plan.
2. Executive Director will be given immediate notice of the decision to activate the plan.
3. Executive Director will notify all employees.
4. If the building is destroyed, the Executive Director will activate building committee so as to obtain a temporary building as soon as possible.
5. If the present computer equipment is permanently damaged and new equipment is needed, management will need to decide whether to rent equipment for the short term or to purchase new equipment. At the reciprocal site, Executive Director or assignee will test the status of the new equipment and get all operating systems installed.

## **PERSONNEL AND MATERIAL REQUIRED AT BACKUP SITE**

Marcus Amman will select individuals from the office to assist with this process.

## **PRIORITIES AT BACKUP SITE**

Executive Director will determine all essential programs and information to be run.

**\*EMERGENCY TELEPHONE NUMBERS\***

FIRE: ..... 911  
POLICE: ..... 911  
POLICE: non-emergency ..... 641-782-8402  
COUNTY EMERGENCY MANAGER: Joann Duckworth ..... 641-782-1622

HEALTH:  
HOSPITAL: ..... 641-782-7091  
AMBULANCE: ..... 911  
POISON CONTROL CENTER: ..... 800-222-1222

UTILITIES & TELEPHONE:  
ELECTRIC COMPANY: Alliant Energy ..... 800-255-4268  
GAS COMPANY: Alliant Energy ..... 800-255-4268  
WATER DEPT.: ..... 641-782-5817  
TELEPHONE/INTERNET CO: Mediacom ..... 800-332-0245  
Schroeder Plumbing and Heating: ..... 641-202-1048  
J&J Plumbing and Heating: ..... 641-782-7852  
SERVICEMASTER ..... 515-274-9109

PHONE SYSTEM: American Business Phones ..... 515-727-2300  
System Model esi 60

INSURANCE:  
TYLER INSURANCE: Phil Tyler ..... 641-782-5503

NEWSPAPER:  
CRESTON NEWS ADVERTISER ..... 641-782-2141

RADIO:  
KSIB-AM CRESTON BROADCASTING-1520 kHz ..... 641-782-2155  
KSIB-FM CRESTON BROADCASTING-101.3 kHz ..... 641-782-2155

# SICOG EMPLOYEE CONTACT NUMBERS

Current as of 01/2019

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

# RECOVERY PLAN

## Purpose of the Recovery Plan

The purpose of a Recovery Plan is to be prepared to recover from a disaster should one occur. SICOG must be aware of the need to serve the economic needs of its communities/counties. SICOG must safeguard its personnel, on-site customers, and assets should a disaster occur during business hours.

## Supervision

Situation control is to assure authority and control if an emergency should occur. The individuals listed are responsible for coordinating all emergency response measures and are thoroughly familiar with:

- a. SICOG's plan.
- b. All operations and activities at SICOG.
- c. The location and characteristics of hazardous substances present.
- d. The location of all records within SICOG.
- e. The physical layout of SICOG.

## SITUATION CONTROL

1. **Executive Director: Timothy Ostroski**
2. Emergency Coordinator: Nancy Groth
3. 1<sup>st</sup> Alternate: Jeremy Rounds
4. 2<sup>nd</sup> Alternate: Judy Brimm

The Building Committee members are the Executive Director and appointees. It is their responsibility to choose an appropriate relocation site.

The following will be managers in areas of concern:

1. Media—Timothy Ostroski
2. Computer Services—Timothy Ostroski
3. Purchases—Judy Brimm
4. Customer relations—Nancy Groth

## Activation

The activation of the Recovery Plan is determined by the amount of time estimated to affect normal day-to-day operations. If normal operation cannot be resumed within 24 hours of a disaster, activation of the plan should be considered.

Executive Director should be notified and the decision to activate will be considered. If for any reason the Executive Director cannot be reached, the Finance Director will then take charge. If for any reason they both cannot be reached, the current SICOG Chairman of the Board will take charge.

When the decision has been made to implement the plan, Judy Brimm in consultation with Timothy Ostroski, using the personnel list attached to this plan will inform all personnel of the activation. The employees will be informed of the location for the temporary site. The purpose of this meeting is to organize and review the procedures needed to implement the plan.

The Executive Director will appoint an employee to search for an appropriate location to rent if the SICOG building is uninhabitable. They will contact the local real estate agencies; Creston Area Realtors

Callahan Real Estate.....	782-2332
Carter Agency Inc.....	782-8516
Creston Realty.....	278-1484
First Realty of Creston.....	782-9408
Green Valley Realty.....	782-5134
Iowa Realty.....	782-8438
Stewart Realty.....	782-7197

**Spokesperson for SICOG —**

Executive Director will be SICOG’s spokesperson. He will notify the media as to the situation and begin the process of handling all press and media requests. It will be stressed to all personnel that only the Executive Director will give information and interviews to the media. Care should be taken in responding to reporters’ questions. Remarks to the media should include the following:

- Assure community that SICOG has a disaster plan and arrangements have been made to resume business ASAP.
- State when SICOG will reopen.
- Give the location and phone number of the alternate site if SICOG’s building cannot be used to conduct business.
- Give the hours SICOG will be in operation during the emergency period and if known, when SICOG will resume normal operations.
- Use discretion when reporting personal injuries. Refer reporters to medical and law enforcement personnel for information.
- Communicate through the media how SICOG will assist residents with applications for federal or state emergency funds if a community disaster.

If local law enforcement and fire departments are not at the scene, the Executive Director or Emergency Coordinator will assess the need to notify them. The Executive Director or Emergency Coordinator will see that proper measures are taken to secure the area.

**Damaged Property—**

Judy Brimm, Jeremy Rounds and Nancy Groth will direct the recovery team that will determine the condition of all listed and inventoried equipment. This team will determine the severity of damage, authorization needed from authorities, and when to notify the insurance company. The inventory lists will be used to replace damaged or destroyed equipment and furnishings. The team will give a list of damaged property and pictures to the insurance company for claim purposes. This team will accompany the insurance company when making their inspection.

**Vendors—**

The Office Manager will be responsible for ordering necessary supplies for continuance of operations. The requests need to be approved by the Finance Director –Judy Brimm and Nancy Groth will facilitate in locating items on lists.

**Evacuation—**

If the building needs to be evacuated for any reason, all personnel are to **report to the SICOG (city) parking lot – center island-south end**, which is located directly East of the SICOG building, immediately after evacuation. The Emergency Coordinator will be responsible for a head count to assure everyone is safe and out of the building.

**Recovery Teams & Procedures—**

Emergency Site—Timothy Ostroski  
Relocation Site—Appointee  
Computer Operations—Timothy Ostroski  
Material And Operation – Nancy Groth

**Local Assistance and Planners—**

- Secure paperwork that is undamaged to reciprocal site or file away
- Set up operations

**Communications—**

- Fax machine and phones will need to be moved to alternate location if available and undamaged
- Set up operations, assistance from phone service provider

**Bookkeeping/Accounting—**

- All records should be secured if possible
- Supplies ordered and distributed.
- Bookkeeping set up so as to conduct normal business.
- SICOG checks and credit cards should be ordered if needed.

**Computer—**

- All equipment should be powered down and shut off if possible
- Backup disk disconnected and removed if undamaged
- Undamaged equipment should be taken to reciprocal site
- All materials, computer equipment, and backup /storage disks are to be assembled and taken to reciprocal site
- System needs to be operational for all individuals

**Employee Support**

We have instructed employees to visit [www.fema.gov](http://www.fema.gov) or [www.ready.gov](http://www.ready.gov) to learn more about what they can do to protect themselves and their families in case of an emergency.

If necessary, we have provided in our policies (as approved by our board) that we may provide our employees and their families with the following in case of an emergency:

- Cash advances
- Salary continuation
- Flexible work hours
- Reduced work hours
- Crisis counseling
- Care packages

**KEY**

-  Fire Exit
-  Fire Extinguisher
-  Storm Shelter
-  Shelter in Place
-  Gas Shut Off

