

EMERGENCY MANAGEMENT POLICY

Effective Date: November 2, 2009

Originating Office: Office of the
Vice-President, Services

Supersedes/Amends: VRS-50/December 2006

Policy Number: VPS-50

SCOPE

This policy applies to all members of the University. It is intended to cover, but is not limited to, critical emergencies:

- i. that threaten to, or have caused, death or significant injuries to staff, students, faculty or the public; or
- ii. that have, or threaten to, disrupt operations, cause physical or environmental damage; or
- iii. that may threaten the University's financial standing or public image.

PURPOSE

The purpose of this policy is to ensure that the University:

- prepares for and responds effectively to an emergency situation through the appropriate use of University and community resources
- provides a framework for enhancing the safety and security of its operations
- mitigates the long-term effects of an emergency on its operations and mission

PREAMBLE

Emergency management is the process of preparing for, mitigating, responding to and recovering from an emergency. The Emergency Management Plan is the cornerstone of this process and provides for a coordinated response and a clear line of command. Any requests for procedural changes, suggestions or recommendations should be submitted in writing to the Senior Advisor on Emergency Management.

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Structure and General Responsibilities

The Emergency Management Team

1. The Emergency Management Team (“EMT”) is created under the authority of the President and is responsible for overseeing the development, implementation and maintenance of the Emergency Management Plan.
2. Members of the EMT are:
 - Vice-President, Services – (Incident Commander and Chair)
 - Director of Security
 - Chief Communications Officer
 - Director, Facilities Operations
 - Director, Environmental Health and Safety (“EH&S”)
 - Associate Vice-President, Instructional and Information Technology Services
 - Associate Vice-President, Enrolment & Student Services
 - Chief of Staff, Office of the President
 - Associate Vice-President, Human Resources
 - General Counsel
 - Provost and Vice-President, Academic Affairs
 - University Registrar
3. Members of the EMT, or their designate, shall:
 - Review the University’s Emergency Management Plan
 - Suggest modifications to the Emergency Management Plan
 - Support and participate in an annual emergency exercise or simulation
 - Issue directives and protocols as appropriate
 - Submit an annual report to the President and the Central Advisory Health and Safety Committee
 - Manage emergencies as outlined in the Emergency Management Plan
 - Review risk assessments and react accordingly

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Incident Commander

4. The Vice-President, Services shall be the Chair of the EMT and the Incident Commander. The Incident Commander has the responsibility for declaring a critical emergency and activating the EMT as well as determining if additional members are required depending upon the nature of the emergency. The Incident Commander is also responsible for ordering the shutdown or evacuation of the University, for overseeing the interfacing with outside organizations and the media and for approving all communications that are issued. In the absence of the Vice-President, Services, the Director of Security assumes the role of Incident Commander.

Emergency Operation Center

5. The Emergency Operation Center's ("EOC") is activated during a category 2 and 3 emergency. The EOC is charged with coordinating and supporting the tactical emergency response and providing regular and accurate information to the EMT. The Emergency Operation Center Coordinator is responsible for the management of EOC activities. EOC personnel are normally comprised of, but not limited to, management representation from the Security Department, Facilities Operations, EH&S, University Communications Services, Student Services and IITS.

Under the direction of the EOC Coordinator, EOC personnel will:

- Log and disseminate all information related to the emergency
- Manage emergency notification
- Provide and track resources dedicated to the tactical emergency response
- Manage internal communications related to the emergency
- Plan and implement response and recovery efforts
- Manage logistics
- Track cost and insurance implications
- Liaise with Emergency Services and/or related municipal services
- Identify and manage health and safety issues

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Command Post Coordinator

6. The Command Post Coordinator is responsible for the front-line management of an emergency as well as the coordination with Emergency Services under a unified command structure. From an on-site command post, the Command Post Coordinator will relay information and requests to the EOC. In most cases which require the protection of property and/or personnel, a member of the Security Department, appointed by, and under the direction of, the Director of Security, shall be the Command Post Coordinator. In all other cases, the Command Post Coordinator will be appointed by the EOC Coordinator.

Emergency Units

7. The composition of the Emergency Units will be determined by the EMT and will vary depending upon the type of emergency. These Emergency Units shall be responsible for conducting the front-line or support operations during a critical emergency response. Emergency Units fall under the direction of the Incident Commander.

The Emergency Units are normally comprised of but not limited to members from the Security Department, Facilities Operations, EH&S and University Communications Services. The functional responsibilities of Emergency Units are identified in the Emergency Management Plan.

All Faculties and Administrative Departments

All faculties and administrative departments shall identify the critical operations and critical facility requirements of their units which must be protected in the case of an emergency.

8. Faculties and administrative departments shall develop an Emergency Preparedness Plan. This Plan must include a list of department critical operations and/or services, a list of necessary equipment and resources, a shut-down procedure and a staff notification plan. A copy of the Emergency Preparedness Plan shall be provided to the Senior Advisor on Emergency Management. All Emergency Preparedness Plans will be annexed to the Emergency Management Plan and must be reviewed and up-dated annually.

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The Senior Advisor on Emergency Management

9. The Senior Advisor on Emergency Management is responsible for the promotion of University-wide disaster planning, mitigation, response and recovery and to maintain a constant state of emergency preparedness.
10. The Senior Advisor on Emergency Management shall:
 - Maintain, update and distribute the Emergency Management Plan
 - Propose modifications to the Emergency Management Plan
 - Manage the inventory and deployment of emergency equipment and the EOC
 - Initiate and coordinate annual emergency exercises or simulations
 - Review and evaluate emergency response and conduct necessary debriefings with involved groups
 - Tracks the status of any corrective action required
 - Assist with and review faculties' and administrative departments' emergency notification and disaster recovery planning
 - Submit an annual report on the general emergency preparedness of the University to the Vice-President, Services

Emergency Situations

General

11. To ensure effective coordination of University resources for the response to emergencies, emergency situations are classified into 3 categories. Each category has established roles and management levels as follows:

Category 1 emergency: An emergency that is localized, requiring an initial response by the Security Department, with limited support from EH&S, Facilities Operations, Volunteer Emergency Responders ("CERT") and in some cases, external emergency services. These emergencies are usually short in duration (generally less than one hour) and do not significantly affect the University's operations. Response to a Category 1 emergency is strategic, using on-site management of the incident. During a Category 1 emergency, a Command Post is established on-site or as close as possible to the incident, to manage the multi-departmental response.

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Category 2 emergency: An emergency that may last more than one hour, with adverse effects on University operations, such as class cancellations and department closures. These emergencies usually require the coordination of several University departments and, in some cases, external emergency services. During a Category 2 emergency, the EOC is activated. EOC staff will support the on-site response and manage the adverse effects of the incident, thereby reducing the burden on the on-site team.

Category 3 emergency: Declared by the Vice-President, Services, this is an emergency situation that threatens to cause, or has caused, death or significant injuries to staff, students, faculty or the public; or that has, or threatens to, disrupt operations, or cause physical or environmental damage. Additionally, an event that may threaten the University's financial standing or public image may be classified as a Category 3 emergency. This level of emergency requires the activation of the EMT. The EMT will oversee the strategic management of the emergency.

Advance Warning

12. In the event that there is advance warning of a critical emergency:
- The Incident Commander shall be contacted and shall initiate whatever response plan he/she deems necessary
 - Key University personnel shall be informed
 - External emergency services shall be contacted by the Command Post Coordinator or the EOC Coordinator if necessary
 - The Emergency Management Plan shall be activated if necessary

Emergency in Progress or Immediate Aftermath

13. In the event that there is a critical emergency in progress or in the immediate aftermath:
- The Security Department is to be immediately notified
 - The Security Department shall initiate an appropriate response plan and notify appropriate external emergency services and/or University emergency units
 - The Incident Commander shall be contacted and shall initiate whatever response plan he/she deems necessary
 - The EOC shall be activated, if necessary

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- Emergency responders shall be activated, if necessary
- A log of activities shall be maintained by the Command Post Coordinator
- The Emergency Communications Plan shall be activated, if necessary
- Required support activities shall be coordinated i.e. shelter, crisis intervention and counseling, if necessary
- The restoration of lost or damaged utilities and services shall be coordinated
- Regular debriefing sessions shall be held and written reports shall be maintained

Post Emergency

14. During the post emergency phase, the EMT shall:

- Debrief and continue communications, as required, to the University community, the general public and the media
- Coordinate on-going support activities, as required
- Consider the need for post emergency commemorative events and implement them as required
- Record events and prepare permanent records
- Assess any required changes to the Emergency Management Plan