

EMERGENCY MANAGEMENT POLICY

*Effective Date: **September 1, 2007***

SCOPE

This policy applies to all employees and students of Parkview Adventist Academy, Canadian University College and Loma Linda University Marriage and Family Therapy program, all of whom will be included in term Canadian University College throughout this policy. It is intended to cover, but is not limited to, the following emergency situations:

- i. Environmental/Natural Disasters - i.e. fires, floods, tornados, chemical spills or leaks,
- ii. power outages and explosions;
- iii. Medical Emergency - i.e. serious injury or fatality, epidemic, pandemic or poisoning;
- iv. Major Violence - i.e. murder, suicide, kidnapping, hostage-taking, school shootings;
- v. Bomb Threats;
- vi. Large Assemblies - i.e. strikes, riots and demonstrations.

PURPOSE

The purpose of this policy is to ensure that Canadian University College:

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

PREAMBLE

An emergency is an unplanned event or incident which can cause death or significant injury to employees, students, visitors or the public or that can shut down operations, cause physical or environmental damage or threaten the University College's public image.

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 (see Appendix A).

POLICY

I. Committee Structure and General Responsibilities

Risk Management Committee

1. The Risk Management Committee lies under the authority of the President and is a standing committee responsible for overseeing the development, implementation and management of all policies relating to campus security and safety, including an Emergency Management Plan.
2. Members of the Risk Management Committee will be appointed annually by the President and will include the Principal of PAA; the Vice-President for Financial Administration and the Director of Plant Services.
3. In relation to emergency management this committee will:
 - i. Review and evaluate the University College's Emergency Management Plan and any department plans annually
 - ii. Initiate one annual emergency exercise or simulation and evaluate the response;
 - iii. Modify the Emergency Management Plan as required.
4. Ensure that processes are in place to ensure students are trained to respond to emergencies and have knowledge of emergency resources.

The Emergency Management Team

1. The Emergency Management Team ("EMT") is created under the authority of the President and is responsible for the effective overall management of an emergency, and recommending changes to the Emergency Management Plan to the Risk Management Committee.
2. Members of the EMT are:
 - Vice President for Financial Administration - Emergency Director and Chair
 - Director of Plant Services - Normally, Emergency Coordinator
 - Principal, Parkview Adventist Academy
 - Vice-President for Student Services
 - Vice President for Advancement
 - Coordinator of Human Resources
 - Director, Information Technology Services
 - University College Registrar
 - A Senior Academic Administrator appointed by the President
 - Others as needed
3. The EMT shall:

- i. Coordinate one annual emergency exercise or simulation and evaluate the response;
- ii. Issue directives and protocols as appropriate (see Appendix B);
- iii. Recommend modifications to the Emergency Management Plan as required;
- iv. Manage emergencies as outlined in this policy and in accordance with the Emergency Management Plan.

The President's Advisory Group

The President or designate may assemble the President's Advisory Group to facilitate the flow of information during an emergency. In such cases, all members of Cabinet and the Emergency Management Team shall form part of the President's Advisory Group. The President's Advisory Group will also be responsible for allocating responsibilities should key personnel be off campus.

II. Emergency Personnel

The Emergency Director

The Emergency Director heads the EMT and is responsible for convening the EMT or some of its members, for determining the short and long-term effects of the emergency, for ordering the shutdown or evacuation of a University College facility, and for overseeing, in cooperation with the Vice President for Advancement, the interfacing with outside organizations and the media.

The Emergency Coordinator and Emergency Response Groups

1. The Emergency Coordinator is responsible for the front-line management of emergency, for tactical planning and execution, for determining whether assistance is required and for relaying requests for outside assistance. In almost all incidents which require the protection of property and/or personnel, the Director of Plant Services shall be the Emergency Coordinator.
2. An Emergency Operations Centre may be established by the Emergency Coordinator from which he or she will coordinate the work of the Emergency Response Group(s) in the execution of line response activities. In most instances, the Emergency Operations Centre shall be the committee room in the administration building or one of the reception desks in a secured building.
3. The composition of the Emergency Response Group(s) will vary depending upon the type of emergency. This Group(s) shall be responsible for conducting the front-line operations of the response under the direction of the Emergency Coordinator.

Building Coordinators

1. All buildings shall have a building coordinator nominated by the Emergency Director.

2. This coordinator will be responsible for the development of a unit plan that identifies the critical operations and critical facility requirements of their units which must be protected in the case of an emergency.
3. Unit plans shall also include both a communications plan and an emergency response plan including shut-down procedures. This response plan will indicate key personnel responsible for managing an emergency (i.e. checking building is clear; contacting key individuals, etc.) This information shall be in writing and a copy shall be held by the Emergency Director. These plans shall be reviewed at least annually by the Risk Management Committee.
4. Blueprints of each building should also be held with unit plans. The local emergency services will also have a copy of these blueprints.

III. Emergency Situations

General

1. In the event of an emergency, the Emergency Director shall initiate selected or University College-wide response plans and any related communications plans as required.
2. The EMT shall work with members of the Cabinet or President's Advisory Group, as the case may be, to lead the University College through the emergency, determine the options available, initiate the course of action to be taken and coordinate communication issues to the internal University College community as well as to the public.
3. The EMT or certain members of the EMT shall be called upon as deemed necessary by the Emergency Director. If required, a meeting may take place in an Emergency Planning Centre, a designated location which will, to the extent possible, be equipped with the technology and information required. At present, the Emergency Planning Centres are designated as Committee Room, Administration Building; Gym Reception; Lakeview Hall Reception. In all other cases, the Emergency Director shall be responsible for instituting an effective system of communication that permits the required exchange of information.
4. The gymnasium shall be used as an emergency shelter if the Residence Hall is uninhabitable or if others on campus require emergency shelter, excepting in cases that may impact the building's structural integrity. The alternative locations for an emergency shelter shall be the basement of the College Heights Church, the cafeteria, or any other building that shall be named by the EMT. If the event that no campus location is deemed habitable and safe, the Town of Lacombe Emergency services shall be contacted.
5. Where police or fire officials are involved, they have the responsibility to take jurisdiction over all activities. The Emergency Coordinator shall coordinate the deployment of University College resources.
6. The Advancement Department shall coordinate the University College Emergency Communications Plan including relations with the media (see

Appendix D). Any required University College notifications or cancellations shall be reviewed with the Vice President for Advancement and must be approved by the Emergency Director. A University College spokesperson(s) shall be identified. This will usually be the President or his/her designee.

Advance Warning

In the event that there is advance warning of an emergency:

1. The Emergency Director shall be contacted and shall initiate whatever response plan he or she deems necessary;
2. Key University College personnel shall be informed;
3. Emergency response services shall be contacted by the Emergency Coordinator if necessary;
4. The Emergency Communications Plan shall be activated if necessary;

Emergency in Progress or Immediate Aftermath

In the event that there is an emergency in progress or in the immediate aftermath:

1. The Plant Services Department (through security) shall initiate the response plan and call any emergency response services;
2. The Emergency Director shall be contacted and shall initiate whatever response plan he or she deems necessary;
3. An Emergency Operations Centre(s) shall be established, if necessary, and a log of activities shall be maintained;
4. The Emergency Communications Plan shall be activated if necessary;
5. Required support activities shall be coordinated i.e. shelter, crisis intervention, counselling if necessary;
6. The restoration of lost or damaged utilities and services shall be coordinated;
7. Regular debriefing sessions shall be held and written reports shall be maintained.

Post Emergency

During the post emergency phase, the EMT shall:

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

Functional Responsibilities of Certain University College Departments

1. Plant Services shall, depending upon the circumstances:

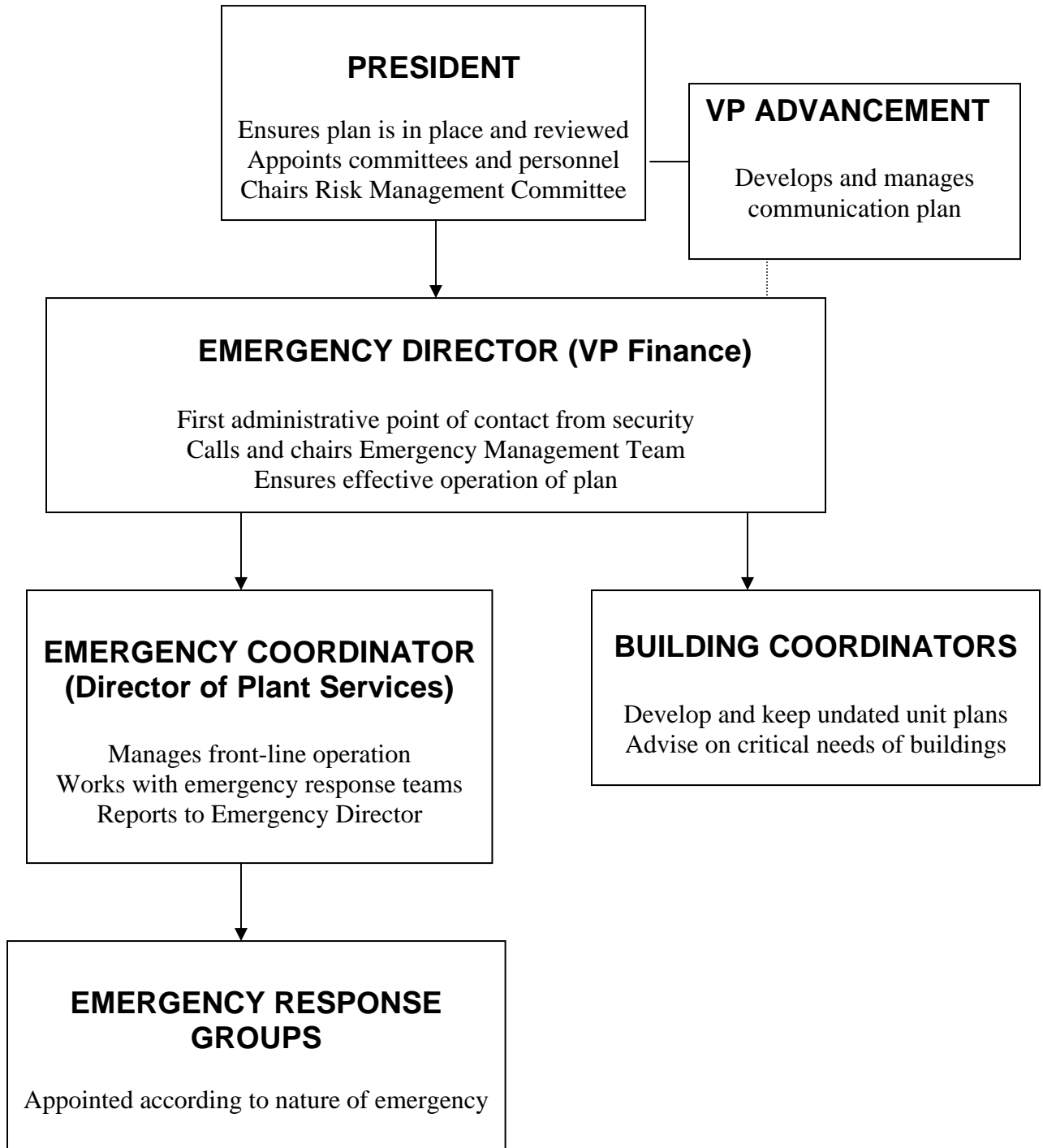
- i. Receive notification of incidents from University College and/or Town services;
 - ii. Initiate the Emergency Management Plan and coordinate all front-line activities with University College and Town services (i.e. contact emergency services);
 - iii. Maintain an Emergency Operations Centre(s) as required;
 - iv. Protect lives and property and secure control of the emergency site;
 - v. Maintain public order;
 - vi. Control traffic;
 - vii. Coordinate rescue activities;
 - viii. Provide essential services for the maintenance and restoration of critical functions;
 - ix. Provide damage control and carry out emergency repairs;
 - x. Clear roadways, exits and buildings under the direction of the Emergency Coordinator;
 - xi. Provide emergency transportation as required;
 - xii. Monitor safety hazards;
 - xiii. Conduct field observations for hazardous conditions and situations and advise the Emergency Coordinator and the EMT on measures to maintain safety;
 - xiv. Keep a log to record events and actions taken.
2. The Public Relations Department (through the Vice President for Advancement) shall, depending upon the circumstances:
 - i. Handle or clear all media activities;
 - ii. Advise designated spokesperson;
 - iii. Handle emergency closing notifications and coordinate special notifications as required;
 - iv. Provide clear, continuous and timely communication to faculty, staff, students and external public as required.
3. The Vice President for Student Services shall, depending upon the circumstances:
 - i. Arrange and coordinate the appropriate level of involvement of student leaders;
 - ii. Assist with or make arrangements for temporary or alternative accommodations for students;
 - iii. Ensure medical treatment is available for affected victims as required;
 - iii. Contact students' families when appropriate;
 - iv. Advise faculty and staff about situations involving students;
 - v. Provide support and counseling to students as required;
 - vii. Record all actions taken;
 - viii. Update and inform students on necessary information regarding the emergency in line with any communication plan.
4. The Registrar shall, depending upon the circumstances:
 - i. Make arrangements for alternative academic accommodation;
 - ii. Reorganize the academic schedule;

- iii. Communicate with academic administrators as necessary.
5. The Coordinator of Human Resources shall, depending upon the circumstances:
 - i. Ensure, in collaboration with the relevant unit heads, that essential services personnel are identified;
 - ii. Communicate essential information regarding general emergency procedures to all University College personnel as determined by the EMT;
 - iii. Ensure that the payroll is processed.
 6. The Building Coordinators shall, depending on circumstances:
 - i. Ensure all risk areas in the building are secured, if necessary;
 - ii. Assist in the evacuation of the building, if necessary.

IV. External Emergency Services

Canadian University College has made arrangements with local emergency services so they can have access to all campus areas in the event of an emergency. This includes providing the police with plans of all buildings and with key access to all buildings, along with information on any specific hazards on the campus (such as chemicals, etc.). The directives of external emergency agencies will always take priority over internal procedures.

APPENDIX A EMERGENCY OPERATIONAL CHART



APPENDIX B EMERGENCY RESPONSE

Following is a generic protocol for the management of emergencies. Not all emergencies will require the same response but all University College staff, faculty and students should take action as outlined in this protocol. This document will be available to all university personnel and students on the web-site and in prominent public places.

Identifying an Emergency

An emergency is when lives or property are in imminent danger, or when quick action is essential to prevent lives or property being in danger. An emergency can be medical, environmental, a result of a natural disaster, fire, or be caused by the actions of an individual or group of individuals. **If in doubt treat the situation as an emergency.**

What to do after Identifying an Emergency

Contain the Situation

Containing the situation means helping prevent any escalation of the emergency. To do this keep calm. Evacuate the area if safety is an issue. This will normally be achieved by setting off the fire alarm. Move to a safe area yourself. **Do not act in any way that will put your own life or those of others at risk.**

If the emergency is due to violence safety will mean ensuring minimal escalation of violence. Do not set off fire alarms in this case. Still ensure movement of all close individuals to a safe area.

Call Emergency Services and Security

If external emergency services will clearly be required, call these services directly (911), giving your name, the exact location of the emergency and the nature of the emergency.

After calling emergency services, use the nearest internal phone to call security through the hotline numbers indicated on the phone. If you have no access to an internal phone, call _____ on a cell-phone and you will get immediate emergency response. If you are unsure if external emergency services are needed call security directly and they will make the decision.

Stay Around

After contacting emergency services/security stay where you are to debrief with any officials arriving on the scene. If external emergency services are called they will be in control of the situation. If the situation is being taken care of by CUC personnel, the Vice-President for Finance and the Plant Services Director will be the individuals with major responsibility for the incident. Please follow their directions, or the directions of those appointed by them to manage the situation. This could involve members of faculty and staff responsible for managing critical situations in particular buildings.

What to do during an Emergency

All individuals in or around an emergency situation will be expected to follow the University College emergency protocol and the directives of emergency personnel, whether external or internal.

Any fire alarms or verbal requests to respond to an “emergency” should be taken seriously. The university college will on occasion run fire alarm tests or simulate emergency situations to check its protocol. These events should be treated as though it was a real situation.

In the event of a fire or another emergency where the impact is localized, all individuals should move to designated **meeting points** outside the buildings and should remain there until asked to leave by administration, the building coordinator or security.

In situations such as natural disasters or where safety in public areas is at risk, all individuals should move to a **safe area** unless otherwise directed. In all cases other than natural disaster, **the gym and the basement of Lakeview Hall** will be the first designated safe areas. Alternatives will be **the basements of the College Heights Church and the cafeteria**. The gym will not be used in the event of natural disasters that might impact the integrity of the building.

After an Incident

After an emergency be prepared to write a report of what happened, especially if you were first on the scene, or involved in managing the incident in any way. However, the University College will have a crisis communications plan in place. **Please allow the team responsible for communication to manage all external and internal communication on the event.**

APPENDIX C

Emergency Preparation Checklist

Action	Responsibility
Maintain telephone lists of all who need to be contacted	Security, Depts, RMC
Maintain current phone lists, including cell phone numbers	Financial Administration
Maintain emergency communications plan	Public Relations
Pyramid telephone plan	RMC, Departments
Designated emergency contact systems (phones, etc.)	RMC, Cabinet
Evacuation Plans and procedures by buildings, identifying external meeting points	RMC, Plant Services
Campus maps, with egress routes, building and floor plans, identifying exit procedures	Plant Services
Fire protection, utilities entrance and shut-offs, alarm systems, critical operations and hazardous material storage	Plant Services
Emergency generators	Plant Services
Locations and contact names for equipment rentals	Plant Services
Temporary relocation	Plant Services
Inventory of emergency supplies	Plant Services
Emergency vehicles	Plant Services
Emergency Operations Centre	Security
Emergency Planning Centre	Emergency Director
Information and document protection	Cabinet
Payroll protection	Human Resources Coordinator; Financial Administration
Employee Training	Human Resources Coordinator
Critical incident debriefing/counseling	VP Student Services; Human Resources Coordinator
Communication with legal and insurance services	Cabinet
Coordination with community emergency services	Plant Services
Maintain protocols	RMC
Develop and maintain individual building plans	Building Coordinators and RMC
Student training	Student Services

APPENDIX D

Emergency Communications Plan

The Emergency Communications Plan shall be prepared by the Vice President for Advancement in cooperation with Cabinet and shall be reviewed by the Risk Management Committee on an annual basis.

Introduction

It is recognized that good communications is a key element in the management of a crisis of any kind. The purpose of the Emergency Communications Plan is to be adequately prepared for an extraordinary event, to advise the University College community in an effective and timely manner and to inform the public and the media as required, on issues and developments.

Good communications will:

- assist in the management of the crisis;
- provide direction to students, staff and faculty;
- reduce rumour and uncertainty;
- disseminate clear, accurate and timely information;
- maintain the institution's credibility.

The University College shall make every effort to be open and timely in its communications with the University College community and the media during a crisis or emergency. Concern for the right to privacy, personal health and safety, legal liability and the public's legitimate right to be informed will guide decisions with regard to all communications.

Emergency Communications Plan

During a declared emergency, both internal and external communications shall be under the direction of the Vice-President for Advancement in consultation with the Emergency Director.

Internal Communication: The following shall occur:

1. Using a pyramid telephone system, all key individuals will be contacted.
2. A spokesman will be agreed by EMT. This will usually be the President or designee.
3. The VP Advancement and President will be responsible for all statements (oral and written prepared for release) and for management of the communication process.

External Communication: The following will occur:

1. A spokesman will be agreed by EMT. This will usually be the President or designee.
2. The VP Advancement and President will be responsible for all statements (oral and written prepared for release) and for management of the communication process.
3. In the event of a crisis that will involve the release of multiple statements a communication centre will be set up separate from the emergency centre to facilitate a rapid communication flow. This will be operated under the Vice-President for Advancement or designee.