

University of Prince Edward Island

Emergency Management Plan

March 2012

ON CAMPUS

Emergency Dial 9-911

Security Assistance **Dial 566-0384**

OFF CAMPUS SUPPORT AGENCIES

Fire & Ambulance 9-1-1
Charlottetown Fire Department 566-5548
Fire Marshal..... 368-4869
City of Charlottetown (Randy Macdonald- regular/desk)..... 628-7306/629-4081

Charlottetown Police	566-4455
RCMP (Charlottetown Detachment)	368-9300
RCMP (Headquarters)	566-7112

Emergency Measures Organization (Provincial) 888-8050
Emergency Measures Organization (Provincial - 24 hours) 892-9365

Queen Elizabeth Hospital	894-2111
Red Cross	628-6262
Workers Compensation Board	368-5680
911 Administration (day/night).....	894-0385/892-9365

Maritime Electric (Power Outage) 629-3777
Aliant (day/night) 566-0155/1-866-310-4287

Table of Contents

Policy Statement	2
Emergency Definition	2
Emergency Classifications	3
Authorities	4
Emergency Notification Process	5
Emergency Communications Network	6
Teams and Responsibilities Senior Management	7
Emergency Operations Team (EOT)	8
Emergency On-Site Team	9
Media Relations and Communications	10
Appendix A Emergency Notification Guidelines.....	12

POLICY STATEMENT

The ***Emergency Management Plan*** is established under the authority of the President, and is intended for use by University of Prince Edward Island (UPEI) personnel. It is complementary to governing the command, control, coordination, and declaration of critical incident, emergency, and disaster situations.

The University of Prince Edward Island assumes the responsibility to assist local municipal authorities in managing an organized and co-ordinated response that addresses both immediate and long-term needs created by an emergency occurring on campus property.

The objectives of this Plan are to minimize personal injury, human trauma, and property damage; to maintain academic programs; and to keep the University community, as well as the public, informed about the emergency. Clear direction and timely communication will assist in an expedient resumption of regular operations.

This ***Emergency Management Plan*** is the primary plan for dealing with emergency events at UPEI. The Emergency Response documentation and evacuation plans are intended as quick reference guides.

EMERGENCY - DEFINITION

The UPEI ***Emergency Management Plan*** is intended to provide a means for mitigating emergencies which are of such magnitude as to cause a significant disruption of the normal operation of all, or portions of, the UPEI campus. The basic emergency procedures are designed to protect lives and property through effective use of University and community resources. Together with individual building Evacuation Plans and the University's ***Emergency Procedures Manual***, a document found on the University's bulletin boards and the web (<http://www.upei.ca/emergency/files/emergency/EmergencyProceduresManual.pdf>), this ***Plan*** is a key institutional emergency preparedness and management document.

Each emergency situation requires a specific response in terms of needed resources and proper procedures. This ***Emergency Management Plan*** addresses types of emergencies on an individual basis. However, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes. Therefore, the following assumptions are made and should be used as general guidelines in the event of an emergency:

- An emergency may occur at any time of the day, night, weekend, or holiday, with little or no warning.
- The succession of events in an emergency is not predictable. Therefore, published operational plans should serve only as a guide and a checklist, and may require field modifications in order to meet the requirements of the emergency.
- A major emergency or a crisis may be declared if the information indicates that such conditions are developing or probable.
- Community-wide disasters may affect the entire city of Charlottetown. City, provincial, and federal emergency services may not be available to assist, particularly for the first day or two. The worse the disaster, the more UPEI will be left on its own. Therefore, the University must be prepared to be totally self-sufficient in the event of a serious emergency or crisis.

EMERGENCY CLASSIFICATIONS

LEVEL 1 - INCIDENT

An isolated critical incident is defined as an occurrence that affects only a small part of the University community or University physical property, and which does not affect the overall functioning capacity of UPEI. Examples include but are not limited to:

- **Death or illness of a University community member**
- **Small localized fire**
- **Small localized hazardous material spill**
- **Isolated power outage**

Even though an isolated incident may be considered small or insignificant, it is by no means to be taken lightly. Immediate attention must be given to mitigate the situation as quickly as possible.

Upon the occurrence of an isolated critical incident, the first priority is the safety of all individuals involved. This includes the safety of individuals directly affected by the incident, as well as the safety of individuals within the area. Selected members of the Emergency Operations Team (EOT - see Page 8) are able to provide leadership and immediate intervention to resolve the emergency. An isolated incident may not require the activation of the Senior Management (defined on Page 7) as a whole; however, selected members may be involved as necessary.

LEVEL 2 - MAJOR EVENT

A major event is defined as a serious emergency which completely disrupts one or more operations of UPEI. Examples include but are not limited to :

- **Fire Limited to one building**
- **Civil Disturbance**
- **Widespread power outage of communication system failure**
- **Serious crimes (such as assaults, arson)**

This event requires notification and/or deployment of the EOT and may require the activation of the Emergency Operations Centre. Outside emergency services, as well as major efforts from various University departments, would be required in a Level 2 emergency. Policy considerations and decisions would usually be required. The Senior Management would be advised and may be assembled. The EOT will provide emergency management on the ground.

LEVEL 3 - CRISIS

A crisis is defined as a University or city-wide emergency which seriously impairs or halts the operations of UPEI. Outside emergency services would be essential but not always available. The University may need to be self-sufficient for a period of time - potentially 72 hours or more. Since major policy considerations and decisions would be required, the Senior Management and Emergency Operations Team would be deployed and the Emergency Operations

Centre would be activated. The Senior Management would provide support and leadership and the EOT would provide briefings to the Senior Management and emergency management on the ground. Examples of a Level 3 disaster include, but are not limited to:

- **Major weather event**
- **Major fire in more than one building**
- **Major public health crisis**

AUTHORITIES

There are three operational teams identified in the Emergency Management Plan - **Senior Management**, the **Emergency Operations Team (EOT)** and the **Emergency On-Site Team**.

The **Senior Management** has the authority to execute the ***Emergency Management Plan*** and make decisions on issues not covered in the ***Plan***. This group decides whether to declare an emergency. It is also responsible, through public information staff, for ensuring that the public is informed during an emergency.

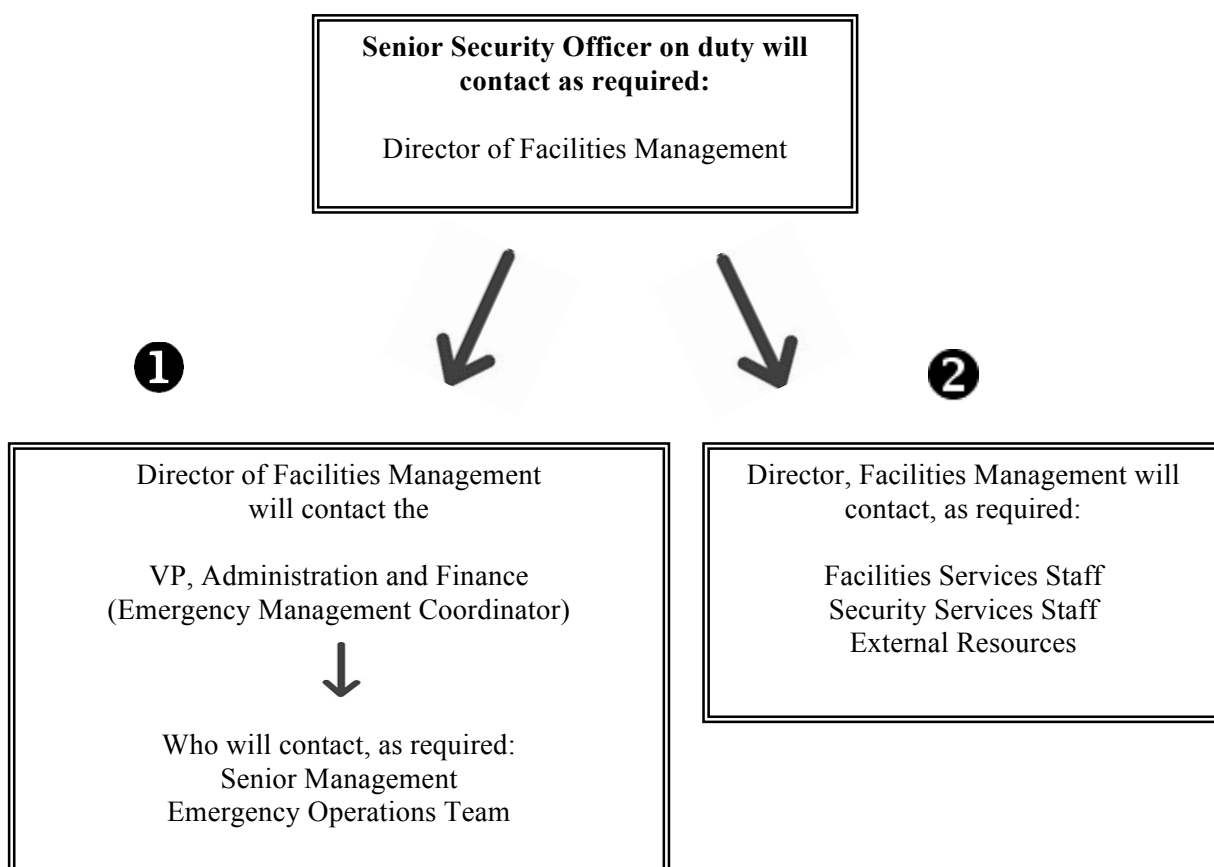
The **Emergency Operations Team** is responsible for control and coordination within the Emergency Operations Centre. It is managed by the Vice President of Administration and Finance who is designated as the Emergency Management Coordinator. While the Vice President of Administration and Finance ensures that directives from the Senior Management are acted on, and that reports and information are received and disseminated, the EOT is responsible for the execution of tasks and act as advisors to the Senior Management. He/she reports directly to the Senior Management and, after consultation with the University President, is responsible for declaring an emergency and activating the Emergency Management Centre. *The alternate to the VP Administration and Finance is the Director of Facilities Management.*

The Vice President of Administration and Finance has the authority to activate emergency teams whose memberships are pre-determined and identified in the ***Emergency Management Plan***. Teams are subject to modification as deemed necessary by the President. Any member can be replaced by a designate in the event of absence or incapacity. The Vice President of Administration and Finance will have the authority and responsibility for coordinating the EOT during an emergency.

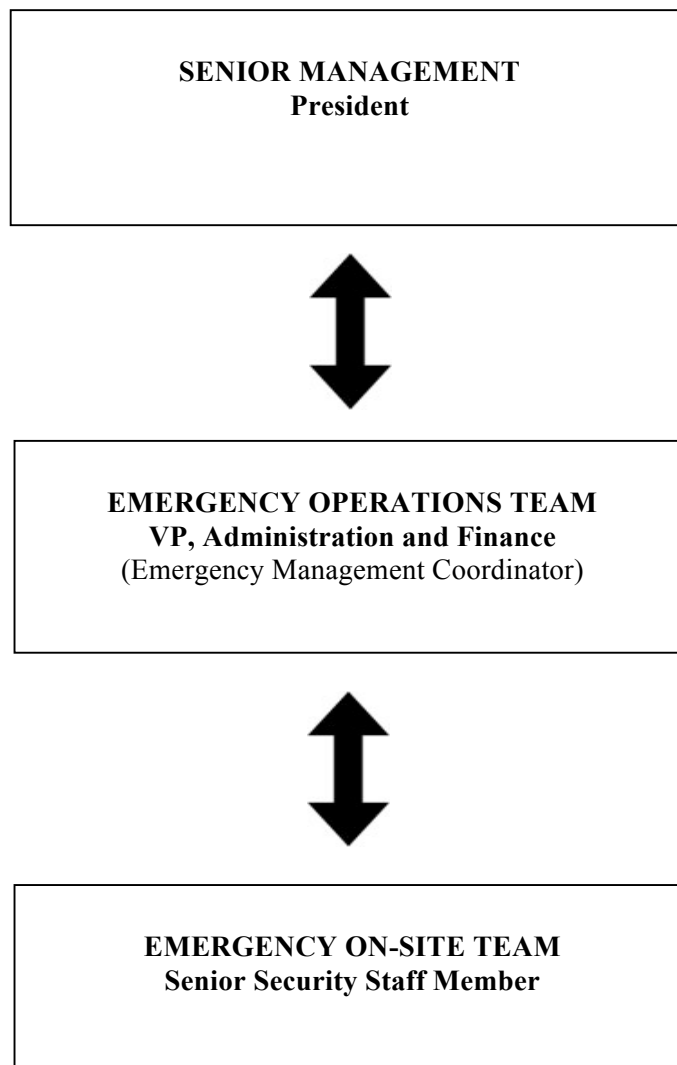
The **Emergency On-Site Team** has the authority to coordinate on-site responses to limit threats resulting from the emergency. Initially, the senior Security Officer will make decisions on mitigation strategies and tactics required to save lives and limit the threat to people, animals, property, and the environment at the emergency site.

EMERGENCY NOTIFICATION PROCESS

- An emergency or potential emergency will be reported to 9-911, which will in turn notify the UPEI Security Services Central Dispatch.
- The senior Security Officer on duty will assign personnel to isolate and protect the area of the emergency and, if necessary, begin immediate evacuation.
- The focus of any actions taken will be in the following order of priority:
 - Protection of persons
 - Protection of animals
 - Protection of property



EMERGENCY COMMUNICATION NETWORK



TEAMS AND RESPONSIBILITIES

SENIOR MANAGEMENT

The Senior Management are responsible for making strategic decisions for the overall University. They support the Emergency Operations Centre, and ensure that the emergency response at the senior management level is coordinated. Senior Management facilitates the continuation of regular campus operations.

This group is the overall authority and during an emergency, they will provide primary policy decision making, direction, coordination, support, and communication. In an emergency, all or part of this group may be activated by the VP of Administration and Finance.

Members

- President
- VP, Administration and Finance
- VP, Academic Development
- VP, Research and Development
- Dean (s)
- University Librarian
- Student Union President or Alternate
- Communications Coordinator/AVC External Relations Officer
- Executive Secretary to the President (Recorder)

Other members may include, but are not limited to:

- Administrative Support Staff
- University Legal Counsel

This group is responsible for:

- Decision making at the senior management level
- Supporting operational requirements
- Communicating with municipal counterparts
- Coordinating all media/public relations requirements
- Overseeing the functioning of all on-campus emergency staff
- Administering all financial and legal matter
- De-activating the emergency management process
- Supporting recovery procedures
- Directing all internal and external communications to staff, faculty, students, parents, media and other interested parties external to the campus community

TEAMS AND RESPONSIBILITIES (cont'd)

EMERGENCY OPERATIONS TEAM (EOT)

The primary role of the Emergency Operations Team is to make tactical decisions for the overall University, in consultation with the Senior Management.

They support the emergency site and ensure the overall emergency response is coordinated and regular campus operations continue to function.

This team provides a focal point for direction, coordination, support, and communication during an emergency. The VP, Administration and Finance coordinates this team as the Emergency Management Coordinator.

Membership

- VP, Administration and Finance
- Director, Facilities Management or Alternate
- Emergency Operations Coordinator/ Health and Safety Advisor
- Communications Coordinator/AVC External Relations Officer
- Administrative Assistant to the Vice President, Administration and Finance (recorder)
- University Comptroller
- Student Union President or Alternate
- Director of Human Resources
- Director of Student Services
- Director of Conference and Ancillary Services

Other members may include, but are not limited to:

- Directors, Managers, Work Place Supervisors, as required
- Other support staff

This team is responsible for:

- Priority One - Reporting to and advising the Senior Management as soon as operations permit
- Ensuring that campus operations continue to function
- Providing information to the Communications Officer
- Communicating with the Emergency On-Site Team
- Providing support and resources to the Emergency On-Site Team
- Identifying and authorizing alternate campus access route(s) if required
- Authorizing procurement of required off-campus services
- Coordinating the provision of telecommunications for all elements of the emergency response Liaising directly with telephone, electric, cable, and other utility providers on equipment needs and line load controls
- Ensuring availability of adequate back-up in case of system disruption or failure
- Coordinating operations required to restore affected areas
- Coordinating recovery operations
- Other duties as required

TEAMS AND RESPONSIBILITIES (cont'd)

EMERGENCY ON-SITE TEAM

If there is a designated emergency site, the Security vehicle and personnel stationed near the emergency scene will serve as the Emergency On-Site Team. If the vehicle is in use, then at least one Security Police Officer will staff the vehicle at all times until the emergency is declared over.

The Emergency On-Site Team ensures a coordinated on-site response to limit threats resulting from the emergency. Initially, the senior Security Officer will make decisions on mitigation strategies and tactics required to save lives and limit the threat to people, animals, property, and the environment at the emergency site. Security Officers will coordinate activities at the emergency site and act as the communications link with the EOT.

The Emergency On-Site Team works closely with the EOT, which is responsible for supporting the site team and making strategic decisions for the overall emergency response. Once emergency response agencies from off campus arrive on the scene, the senior Security Officer will support their actions.

The Security Police vehicle equipment will include its normal equipment payload such as but not be restricted to, barrier tape, a two-way radio, a first aid kit, an AED (Automated external defibrillator), and a copy of the ***Emergency Management Plan***

The Assistant Manager, Parking and Building Security is the **Emergency On-Site Manager**.

MEDIA RELATIONS AND COMMUNICATIONS

The primary objective of Media Relations and Communications is to arrange opportunities for the University to present timely statements of fact about an emergency and to be proactive and responsive in doing so. Each situation will be assessed in terms of the public's right to know, balanced with the need for individual privacy and the maintenance of campus security. It is equally important for the University to avoid the appearance of being ineffective and being placed on the defensive.

In preparation for an emergency, Media Relations and Communications will ensure the following:

- Prepare and maintain an up-to-date list of all public information resources in the area.
- Identify and prepare emergency communications tools and vehicles (e.g., blind website [coordinated with other appropriate UPEI websites], information hotline).
- Prepare a general communications plan that may be tailored to specific emergencies.
- Provide media training for the Senior Management, if required.

Major Goals

1. **As emergency begins** - To inform, direct, and reassure internal and external communities.
2. **As emergency is underway** - To minimize panic, misunderstanding and rumours, and to position the University as capable of managing the incident or event that triggered the emergency.
3. **As emergency fades** - To maintain, rebuild, recover, re-establish public confidence and repair relationships and to enable the University to emerge with the highest possible credibility.

Membership

- Communications Coordinator*
- AVC External Relations Officer*
- Alumni Communications Officer
- One additional communications professional
- Support staff as required

** If the crisis occurs at AVC, the External Relations Officer will take the lead. Otherwise, the Communications Coordinator will take the lead.*

Responsible for:

- Gathering facts on the emergency
- Identifying the target audiences, internal and external
- Preparing key messages
- Preparing fact sheets, in consultation with those closest to the situation
- Preparing a brief written statement to be distributed to administrators, faculty, staff, students and anyone else on campus who may be contacted by the media
- Preparing a news release and contacting media to attend initial and subsequent briefings
- Disseminating updates to the campus, media, and public
- Ensuring the availability of "expert" spokespeople as required
- Coordinating any media interviews, and briefing spokespeople as needed
- Coordinating staffing and maintaining public information lines
- Updating website and other communications vehicles

MEDIA RELATIONS AND COMMUNICATIONS (cont'd)

During the Post-Emergency Phase, Media Relations and Communications will be responsible for:

- Identifying and managing any communications issues that arise as a follow-up to the emergency

APPENDIX A - EMERGENCY NOTIFICATION GUIDELINES

Nature of Incident	Primary Contact(s)	Secondary Contact(s)	Remarks
<u>MEDICAL EMERGENCIES</u>			
Injuries - Minor	UPEI Security 9-911	Health & Safety Advisor Health Centre	
Injuries - Serious	UPEI Security 9-911 Director, Facilities Mgt.	Health & Safety Advisor VP Administration & Finance President Director Student Services Media Relations Officer	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Procedures in response to a serious student injury • Workers Compensation
Injuries - Serious/Multiple	UPEI Security 9-911 Director, Facilities Mgt.	President VP Administration & Finance VP Academic Development Media Relations Officer Health & Safety Advisor Director Student Services Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Procedures in response to a serious student injury • Workers Compensation
Death	UPEI Security 911 Director, Facilities Mgt.	President VP Administration & Finance VP Academic Development Media Relations Officer Health & Safety Advisor Director Student Services Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Procedures in response to the death of a student • Workers Compensation
Infectious Disease	UPEI Security 9-911 Director, Facilities Mgt. Biosafety Officer Health & Safety Advisor Diagnostic Services	President VP Administration & Finance VP Academic Development Media Relations Officer	<ul style="list-style-type: none"> • Provincial Health Officer • Contact Family
Sexual Assault	UPEI Security 9-911 Director, Facilities Mgt.	President VP Administration & Finance VP Academic Development Media Relations Officer Director Student Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family
Mental Health	UPEI Security 9-911 Director, Facilities Mgt.	President VP Administration & Finance VP Academic Development Media Relations Officer Director, Facilities Mgt. Director Student Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family

APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES (cont'd)

Nature of Incident	Primary Contact(s)	Secondary Contact(s)	Remarks
MEDICAL EMERGENCIES Suicide	UPEI Security 9-911 Director, Facilities Mgt.	President VP Administration & Finance VP Academic Development Media Relations Officer Director Student Services or Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Procedures in response to the death of a student • Workers Compensation
Fire	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance Media Relations Officer Health & Safety Advisor Director Student Services or Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Also Deans, Chairs or Directors, as required
Explosion	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Academic Development Media Relations Officer Health and Safety Advisor Director Student Services or Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Also Deans, Chairs or Directors, as required • Workers Compensation
POLICE Bomb Threat	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Academic Development VP Research & Development Media Relations Officer Health & Safety Advisor	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family • Also Deans, Chairs or Directors, as required
Campus Disturbance	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Academic Development VP Research & Development Media Relations Officer Director Student Services or Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family
Firearm Stand-Off	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Academic Development VP Research & Development Media Relations Officer Director Student Services or Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family

APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES (cont'd)

Nature of Incident	Primary Contact(s)	Secondary Contact(s)	Remarks
<u>MEDICAL EMERGENCIES</u> (cont'd) Abduction/Hostage Taking	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Academic Development VP Research & Development Media Relations Officer Director Student Services or Director Ancillary Services	<ul style="list-style-type: none"> • RCMP or • Municipal Police • Contact Family
<u>BIO-CHEMICAL</u> Chemical Spill	UPEI Security 9-911 Director, Facilities Mgt. General Foreman Area Manager	President VP Administration & Finance Health & Safety Advisor	<ul style="list-style-type: none"> • Material Safety Data Sheet (MSDS) • EMO • PEI Environment, Energy and Forestry • Other Environment Contacts
Bio-Hazard	UPEI Security 9-911 Director, Facilities Mgt. General Foreman Area Manager Biosafety Officer	President VP Administration & Finance VP Research & Development Media Relations Officer Director Student Services or Director Ancillary Services Health & Safety Advisor	<ul style="list-style-type: none"> • Material Safety Data Sheet (MSDS) • EMO • PEI Environment, Energy and Forestry • Other Environment Contacts
<u>ENVIRONMENTAL</u> Snow - Prolonged Campus Closure 48 hours +	Director, Facilities Mgt. General Foreman Area Manager	President VP Administration & Finance VP Academic Development Media Relations Officer Director Student Services Director Ancillary Services	
Flooding Minor	Director, Facilities Mgt. General Foreman	Area Staff	
Serious	Director, Facilities Mgt General Foreman Area Manager	Area Staff VP Administration & Finance Media Relations Officer	

APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES (cont'd)

Nature of Incident	Primary Contact(s)	Secondary Contact(s)	Remarks
<u>ENVIRONMENTAL</u> (cont'd) Power Outage	General Foreman	VP Administration & Finance	
Prolonged Power Outage (48 hours +)	Director, Facilities Mgt. General Foreman Area Manager	President VP Administration & Finance VP Academic Development Media Relations Officer Director Student Services Director Ancillary Services	
Hurricane	Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Academic Development Media Relations Officer Director Student Services	
Plane Crash	UPEI Security 9-911 Director, Facilities Mgt. General Foreman	President VP Administration & Finance VP Research & Development Media Relations Officer Director Student Services or Director Ancillary Services Health & Safety Advisor	

In the event of an emergency beyond the capabilities of the University, assistance will be requested of the municipality of Charlottetown.