Emergency Management Plan

Version 12.0

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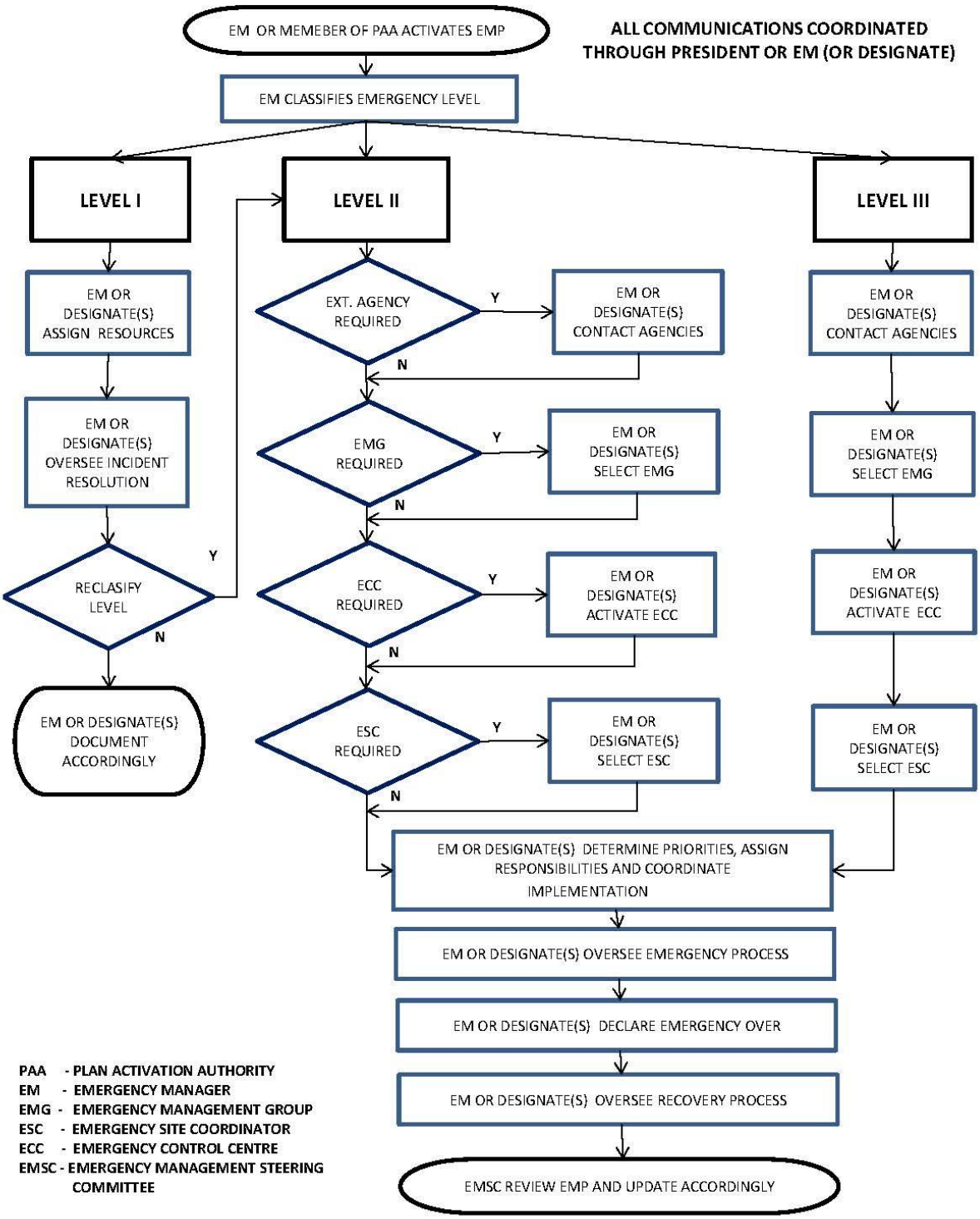
May 2019

NIPISSING UNIVERSITY

MAR-2010

EMERGENCY MANAGEMENT PROCESS FLOWCHART



PAA - PLAN ACTIVATION AUTHORITY
EM - EMERGENCY MANAGER
EMG - EMERGENCY MANAGEMENT GROUP
ESC - EMERGENCY SITE COORDINATOR
ECC - EMERGENCY CONTROL CENTRE
EMSC - EMERGENCY MANAGEMENT STEERING COMMITTEE

REV 2

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1.0 Introduction

Nipissing University places the health, safety and well-being of all students, faculty, staff and visitors as its most important priority. Despite having policies and procedures in place to address various health and safety issues, an emergency may nonetheless occur. For this reason, an Emergency Management Plan (EMP) has been developed to deal with those types of events that require a greater concerted effort to effectively resolve the situation. This Emergency Management Plan is specific to the Nipissing University main campus.

1.1 Purpose

Since it is impossible to prepare for every conceivable incident, the Emergency Management Plan will serve as a systematic, decision-making framework for those responding to an emergency. By developing this emergency management plan, we will identify and assess the various hazards and risks to campus safety that could give rise to emergencies and identify areas that are at risk of being affected by these emergencies. Although it is assumed that the plan will be followed, those responding to the emergency can and will need to make decisions as a situation develops which may differ from the plan. The health, safety and well-being of individuals will take precedence over all other matters when determining proper actions to be taken.

1.2 Situation Report at Nipissing University

Nipissing University's main campus is located in North Bay Ontario, a community of approximately 52,000 people. The University is situated on top of an escarpment over-looking North Bay and Lake Nipissing to the south. To reach the main campus, one must travel up a steep incline, which can cause access problems during inclement weather. The University is located on the periphery of city limits and therefore, makes it more susceptible to loss of essential services such as power, water, telecommunications, etc. The University is on the east-west approach/take-off flight path for Jack Garland Airport.

At any given time, several thousand people, or the equivalent of a small community, can be found on our campus. This includes the student population, staff, faculty and others who visit the University. In addition, Nipissing University has four Residences, which have the capacity to house approximately 1,000 students.

Nipissing University shares its main campus with Canadore College. It is assumed that an emergency at either location will directly affect the other. For this reason, it is crucial that both institutions work together in the event of an emergency.

1.3 Objectives

The Emergency Management Plan has four main objectives. They include:

- Awareness and Education – raising awareness of and familiarity with the procedures to be followed in the event of an emergency

- Emergency Preparedness – detailed roles and responsibilities for emergency personnel as well as resources that may be needed

- Emergency Management – the Emergency Management Plan assigns decision making powers to certain Emergency Management Group members and incorporates regular testing and reviews

- Damage Mitigation – reducing and preventing any further injury or damage following an emergency and ensuring a timely return to normal operations

2.0 Definitions

Communication Coordinator (Director, External Relations)
Person who is responsible for developing a communication strategy.

Emergency
As defined by the *Emergency Management and Civil Protection Act,* an emergency is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

Emergency Control Centre
Location where the Emergency Management Group may be required to meet during an Emergency (see Appendix C).

Emergency Management Group
Group selected by the Emergency Manager to assist in fulfilling responsibilities. Typically consists of Emergency Management Steering Committee members and other applicable subject experts.

Emergency Management Plan
Systematic, decision-making framework for those responding to an emergency.

Emergency Management Steering Committee
Members charged with the responsibility of creating, implementing and maintaining the Emergency Management Plan.

Emergency Manager (Director, Facilities – Nipissing University)
Person who oversees the emergency response for Nipissing University.

Emergency Site Coordinator
Person selected by the Emergency Manager who supports their efforts.

Level I - Incident
An event that is unlikely to result in personal injury or extensive property damage (e.g. burst water pipe, leaking roof, inclement weather). It is normally resolved using internal personnel and resources and usually does not require assistance from external agencies. Typically, a Level I Incident would not warrant the activation of the Emergency Management Plan; however, it could escalate in magnitude and consequently be reclassified.

Level II – Crisis
An event that results in major disruptions and is likely to endanger the well-being of the University community and/or cause major damage to property (e.g. transformer malfunction, runaway bus, collapsed stage). Emergency responders will likely require the assistance of external agencies. An Emergency Management Group may be formed and a subsequent Emergency Control Centre chosen.

Level III – Disaster
A catastrophic event that cannot be managed by resources available at the University alone (e.g. gas explosion, airplane crash into University, structural collapse). External assistance will be required to effectively deal with the situation. An Emergency Management Group will be formed and an Emergency Control Centre chosen.

3.0 Roles and Responsibilities

Communication Coordinator (Director, External Relations)

- Develop, review and revise the Crisis Communication Plan on an ongoing basis
- Develop scripts based on potential incidents
- Attend and participate in Emergency Management Steering Committee meetings
- Ensure that key staff are familiar with the Emergency Management Plan in case assistance is required during and following an event
- Act as the key media contact

Emergency Manager (Director, Facilities - Nipissing University)

Working with the Director, Campus Safety, Security, Environmental and Corporate Services - Canadore College)

- Attend and participate in Emergency Management Steering Committee meetings
- Ensure that staff are fully aware of their roles and responsibilities within this plan
- Have the authority to declare an evacuation of all or part of a building
- Ensure that the Emergency Management Plan is reviewed at least annually or following an emergency

Emergency Management Group

The Emergency Manager may select an Emergency Management Group during a Level II or Level III event. Members of the Emergency Management Group will be selected from the Emergency Management Steering Committee and may include other applicable subject matter experts. The group's primary responsibilities are to:

- Assist the Emergency Manager and Emergency Site Coordinator
- When required, assign duties to staff and/or faculty to provide for an effective emergency response

Emergency Management Steering Committee

- Participate in regularly scheduled meetings to review the plan to ensure it remains current
- Be familiar with your roles and responsibilities within the plan
- Participate in exercises and examples of mock disaster scenarios to test the plan

The Emergency Management Steering Committee shall consist of the following members:

1. Director, Facilities (Nipissing)
2. Provost & Vice-President, Academic & Research
3. President, Vice-Chancellor
4. Vice-President, Finance & Administration
5. Director, Human Resources
6. Human Resources Generalist – Health, Safety & Wellness
7. Assistant Vice-President, Students
8. Dean, Faculty of Arts & Science
9. Dean, Faculty of Education

10. Associate Dean, Faculty of Applied and Professional Studies
11. Dean, Graduate Studies and Research
12. Registrar
13. Executive Director, Library Services
14. Director, Finance
15. Manager, Residence Life
16. Director, External Relations
17. Director, Campus Safety, Security, Environmental & Corporate Services (Canadore College)

Emergency Manager (Director, Facilities – Nipissing University)

- Update the President
- Ensure that the Emergency Management Plan remains current by coordinating regular Emergency Management Steering Committee meetings
- Provide exercises and examples of mock disasters scenarios to test the plan
- Schedule and participate in Emergency Management Plan exercises
- Liaise with external agencies
- Determine priorities during an emergency and ensure necessary resources are available
- If required, select Emergency Management Group members and Emergency Site Coordinator
- When required oversee the integration of Emergency Management Group and external agencies' activities
- Remove and approve all media releases
- Oversee post emergency recovery and restoration effort

Emergency Site Coordinator

The Emergency Manager may appoint an Emergency Site Coordinator during a Level II or Level III event. The role of this person is to oversee, in consultation with the Emergency Manager and the Emergency Management Group, the operational aspects of the emergency response. Their primary responsibilities are to:

- Assist the Emergency Manager in fulfilling his/her duties
- Give and take directions from members of the Emergency Management Group
- Monitor the deployment of resources and ensure that protection of human life is the top priority
- Liaise with external agencies

Security Officer(s)

- Must be familiar with this plan

- Assist external agencies when requested
- Assist with crowd and traffic control and cordon off areas
- Provide first-aid when required
- Has the authority to declare an evacuation of all or part of a building

4.0 Emergency Control Centre

The Emergency Control Centre (ECC) is a location where members of the Emergency Management Group may meet during a Level II or III event. This is where strategic decisions are discussed and made. The Emergency Manager would usually activate the Emergency Control Centre during a Level II or III emergency. Appendix C identifies the primary and secondary location depending where the emergency occurs.

5.0 Plan Activation

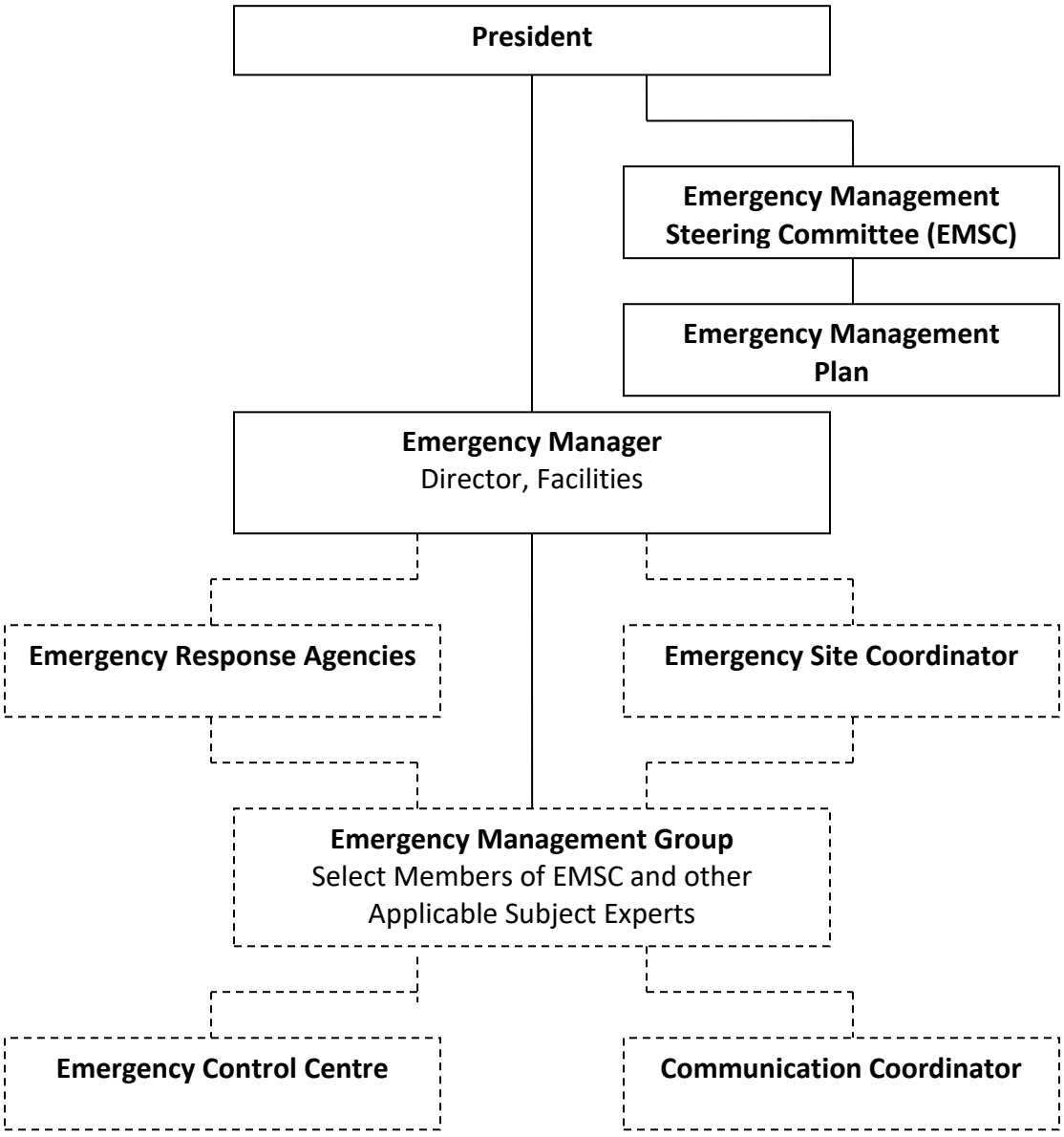
The authority to activate and manage the plan's operation is given to the Director, Facilities, who is the first member identified on the Plan Activation Authority list (see Appendix A). In the absence or unavailability of the Director, Facilities, the authority to activate the plan is transferred in a descending order as outlined in Appendix A. This person will assume the role of acting Emergency Manager until the Director, Facilities becomes available.

Once available, the Director, Facilities will assume the role of Emergency Manager, however, they can designate another member of Senior Administration as the Emergency Manager. Throughout an emergency, the President of Nipissing University will continue to exercise their authority.

6.0 Emergency Response Structure

This diagram serves to demonstrate the structure of emergency planning and response.

- - - - - - - The dashed lines indicate individuals or locations that may be required depending on the level of emergency.



7.0 General Emergency Response Procedures

If danger is imminent call 911 immediately. Once the 911 call has been completed, proceed to contact the first member of the Plan Activation Authority (see Appendix A).

Please note: Campus Security is simultaneously paged when 911 is dialed from a Nipissing landline phone.

Although responsibilities have been assigned, it is understood that the Emergency Manager may designate someone other than the identified individual to complete a task or may give someone additional duties. The flexibility of the entire Emergency Management Plan is crucial to its success.

Four stages of emergency response have been established in this plan:

- **Assessment and Notification** – the emergency is assessed, the Emergency Manager classifies the appropriate Level and external agencies are contacted (if required)

- **Resource Mobilization** – Emergency Manager forms the Emergency Management Group (if required) and requests members to convene, possibly at the Emergency Control Centre. Essential resources are gathered.

- **Resource Coordination** – roles and responsibilities are assigned, priorities are determined and an action plan is implemented (with possible assistance from external agencies)

- **Recovery and Restoration** – the emergency is declared over, normal operations resume, if required, counseling services are made available, and the continuous improvement cycle begins

Stage #1
Assessment and Notification

Emergency Manager (Director, Facilities – Nipissing University)

- Work with the Director, Campus Safety, Security, Environmental and Corporate Services to determine the emergency level and assess the situation to confirm or reclassify emergency level
- If necessary notify applicable persons/groups, including the President, Emergency Management Steering Committee, Communication Coordinator, external agencies and other applicable persons/groups
- Assess the situation to determine if Notice of Disruption signage (see Appendix N) and procedures are warranted

Security Officer(s)

- Ensure that the Director, Campus Safety, Security, Environmental and Corporate Services (Canadore College) and the Director, Facilities (Nipissing University) have been notified immediately
- Respond to an emergency and assess the situation
- If warranted initiate evacuation procedures
- Take immediate measures to secure the area
- If necessary, notify external emergency services (e.g. police, fire department, ambulance, etc.)

Stage #2
Resource Mobilization

Emergency Manager (Director, Facilities – Nipissing University)

- Advise the President when appropriate
- If necessary, activate the Emergency Management Plan
- If needed, select members for the Emergency Management Group
- If needed, choose an Emergency Control Centre location
- If needed, appoint an Emergency Site Coordinator
- Contact the Communication Coordinator
- Allocate sufficient funds and resources necessary to respond to emergency

Stage #3
Resource Coordination

Communication Coordinator (Director, External Relations)

- If required, prepare a written statement, and in consultation with the President, Emergency Manager and/or Emergency Management Group determine a spokesperson(s)
- If required, coordinate a joint Nipissing University/Canadore College communication team
- Ensure all essential equipment is available at the media centre
- Determine communication channels and affected stakeholders
- Remain in contact with the Emergency Management Group

Emergency Manager (Director, Facilities - Nipissing University)
Director, Campus Safety, Security, Environmental and Corporate Services - Canadore College

- Discontinue any service or utility that may be hazardous
- Support and assist the Emergency Manager/Emergency Site

Coordinator/Emergency Management Group
- Provide all available resources to assist in ending the emergency
- Provide Emergency Management Group and external agencies with applicable maps, blueprints and architectural drawings
- Remain in contact with Emergency Manager, Emergency Site Coordinator and Emergency Management Group
- Liaise with external agencies (e.g. fire department, police, etc.)

Emergency Management Group

- Support and assist Emergency Manager/Emergency Site Coordinator with any functions
- Identify and contact additional personnel who can contribute to the Emergency response due to knowledge and/or experience
- Ensure that Emergency Control Centre has all required equipment and supplies
- Remain in contact with the Communication Coordinator and provide him/her with regular updates
- In consultation with the Emergency Manager, assist the Communication Coordinator in coordinating communications

Emergency Manager (Director, Facilities – Nipissing University)

- Remain in contact with the President
- With input from others, determine priorities
- Using this plan as a guideline assign roles and responsibilities accordingly
- Ensure a concerted effort is realized between external and internal resources
- If selected, oversee actions taken by Emergency Management Group
- If one has been chosen, oversee the actions taken by the Emergency Site Coordinator
- In coordination with the Communication Coordinator, ensure the University community and other stakeholders are kept informed of the situation

Emergency Site Coordinator

- Report any important issues to the Emergency Manager/Emergency Management Group immediately and assist in determining priorities
- With input from Emergency Manager/Emergency Management Group/Security Services/external agencies, determine whether a portion or the entire campus needs to be evacuated
- Provide logistical, administrative and material support to the Emergency Manager
- Obtain and deploy resources as directed by Emergency Manager
- Remain in contact with external agencies

Stage #4
Recovery and Restoration

Communication Coordinator (Director, External Relations)

- Revise all communication channels (e.g. media, website, telephone, etc.) with applicable periodic updates
- Prepare a public announcement and/or information packages for stakeholders

Emergency Management Group

- Arrange for counseling services for any person who may require it, including themselves
- Provide input to Emergency Manager/ Emergency Management Steering Committee on corrective / preventative initiatives

Emergency Management Steering Committee

- Review the emergency and determine what corrective / preventative measures can be implemented to prevent a recurrence
- In consultation with external agencies, review Emergency Management Plan to determine what was successful and where improvements can be made, and update accordingly

Emergency Manager (Director, Facilities – Nipissing University)

- De-activate the Emergency Management Plan once the emergency has ended
- If applicable, close Emergency Control Centre
- Allocate sufficient funds and resources necessary for normal operations to resume
- Oversee the resumption of normal operational activities including the re-opening of buildings, classes and other activities
- In coordination with the Communication Coordinator, make a public announcement to stakeholders
- In consultation with the Emergency Management Group prepare and provide a post-incident report to the President
- If warranted, inform the Ministry of Training Colleges and Universities (MTCU) of the incident

8.0 Communications

Ensuring that a clear, consistent message is delivered during and after an emergency is essential. A confusing, inconsistent or false statement can seriously damage the University's image during and following an event. It is Nipissing's policy to be forthright and timely in all communications with affected stakeholders. Only the President, Emergency Manager or designate will be allowed to officially speak on behalf of Nipissing University. The University will adopt the Crisis Communication Plan, developed by the External Relations department, as an official and separate document from the Emergency Management Plan. The Crisis Communication Plan will act as a resource and a guide.

Various methods to keep all interested parties informed may be used by the Communication Coordinator. These, as well as the media contact information (see Appendix E), are also included in the Crisis Communication Plan.

The communication team would normally convene during a Level II or Level III emergency and be strategically located in close proximity to the Emergency Control Centre. Furthermore, a media centre would be used as the primary location where information would be disseminated to stakeholders, including media, university community, parents, etc.

9.0 Emergency Exercises

For this plan to succeed, it is crucial that all those who have roles and responsibilities are familiar with these and know how to apply them. Furthermore, the Emergency Management Plan will need to be tested on a regular basis beginning with small, relatively simple exercises slowly progressing to full scale, multi-faceted emergencies. This will help to ensure that the plan is current and can be activated at a moment's notice. Plan testing should include emergency scenarios that were identified during the impact analysis stage of the plan's development.

The Director, Facilities, and the Director, Campus Safety, Security, Environmental and Corporate Services with the assistance of the Human Resources Generalist – Health, Safety and Wellness will be responsible for scheduling and testing the Emergency Management Plan at a minimum of once per year after the plan has been finalized. This should be done in conjunction with local emergency services (e.g. police, fire department, City of North Bay, etc.)

Generally, it is advantageous to have the maximum number of people participate in a test exercise. Maximum participation increases awareness, buy-in, and ownership in achieving successful Emergency Management Plan implementation. It is also valuable to rotate personnel involved in the testing in order to prepare for the loss of key individuals, as a result of a disaster or due to employee turnover.

Select members of the Emergency Management Steering Committee will participate in emergency management training provided by recognized training providers such as Emergency Management Ontario). Full scale, multi-faceted emergencies should only be conducted after the majority, and ideally all, of the Emergency Management Steering Committee members have attended this training.

10.0 Plan Integration

Nipissing University may require assistance from the City of North Bay during an emergency. The city has a Community Emergency Plan and it is important that both parties be familiar with each other's plan and know each other's roles within these plans. For this reason, our Emergency Management Plan will be shared with the Community Emergency Management Coordinator, the City of North Bay Fire Chief.

10.1 Assistance to Nipissing University

In the event of a disaster it is presumed that external response agencies will be deployed to the Education Centre to assist. The Emergency Management Steering Committee recognizes that those responding are highly trained professionals who have experience dealing with situations of this nature. For this reason, the Emergency Manager and Emergency Management Group will work closely with these agencies and allow them to take command of an area or the entire site.

10.2 Assistance to Community

An emergency affecting the community may require applicable authorities to request the assistance of Nipissing University personnel and/or facilities. Such assistance would most likely involve providing temporary shelter and care for victims of an emergency. Nipissing University will cooperate, to the degree that is possible, in any emergency assistance operation that is requested by applicable authorities. Such assistance may require activation of the Emergency Management Plan.

11.0 Plan Update and Distribution

The Emergency Management Plan will be reviewed at least annually to ensure its adequacy and that it remains current. Table top exercises and/or mock disaster scenarios will also be conducted periodically. The Emergency Management Plan will be updated in accordance to lessons learned from these reviews and exercises as well as from any emergency events realized.

It is the responsibility of the Emergency Management Steering Committee to put procedures in place to ensure that there is broad Emergency Management Plan awareness within and outside the Nipissing University community. The Emergency

Management Steering Committee is also responsible for identifying which members within the community should receive formal copies of the Emergency Management Plan and its associated appendices.

The body of the Emergency Management Plan is considered to be a 'public document' and is available for public inspection. However, Emergency Management Plan appendices are not public documents as they contain private and confidential information. Restricted copies of the Emergency Management Plan include all confidential information and will only be distributed to those found on the Emergency Management Plan and appendices distribution list (see Appendix F). All restricted copies of the Emergency Management Plan are and remain the property of Nipissing University. Persons who receive a restricted copy of the plan must surrender their copy upon request from the Director, Facilities, and/or when they leave the University.

All changes to the Emergency Management Plan will be documented in Appendix G – Record of amendments. It is the responsibility of the Human Resources Generalist – Health, Safety & Wellness to ensure that the plan is distributed to the appropriate people when amended and an accurate record is kept of all such actions.

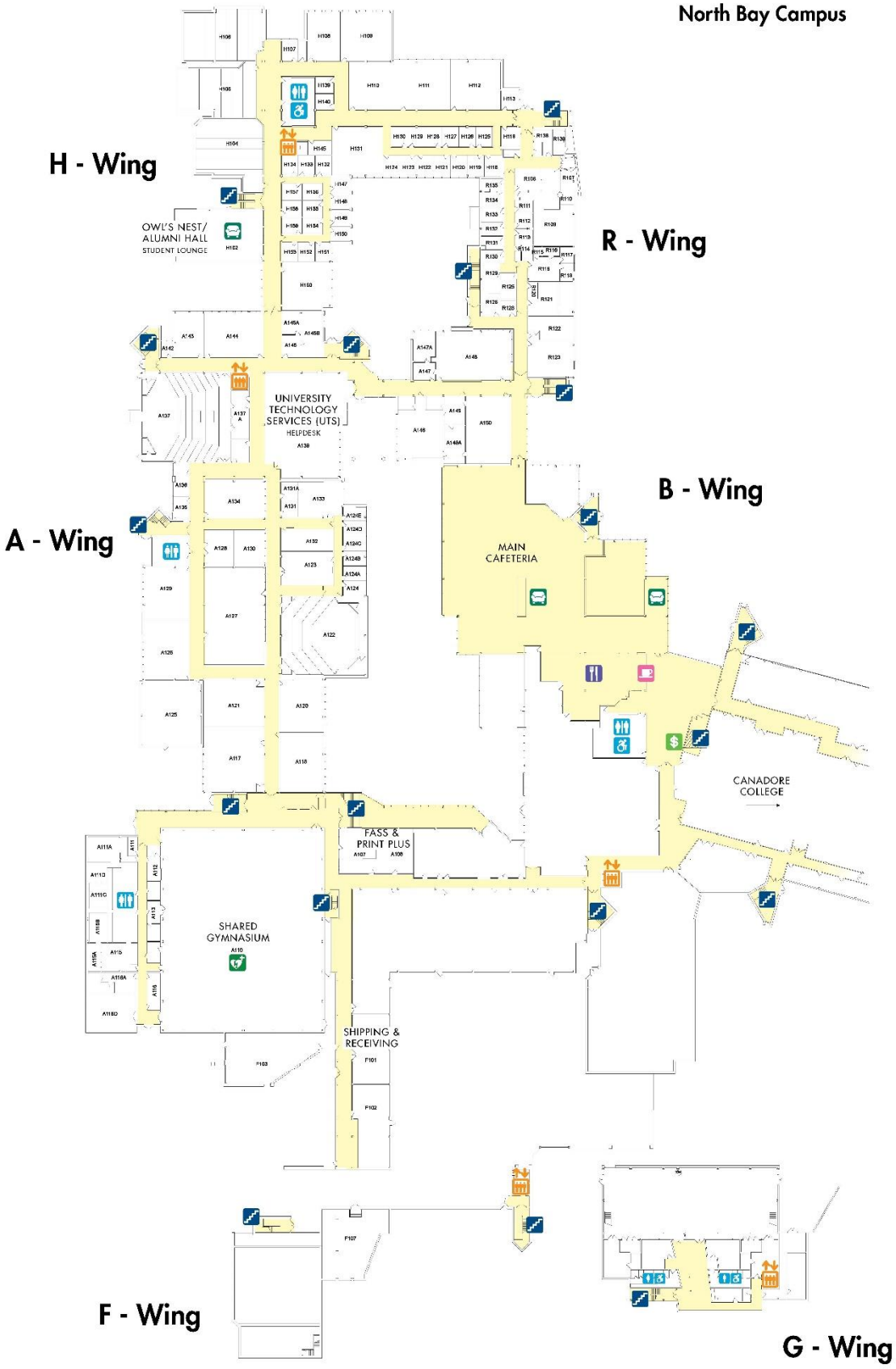
12.0 List of Appendices

Appendix A: Plan Activation Authority
Appendix B: Emergency Personnel Contact Information
Appendix C: Emergency Control Centre
Appendix D: Emergency Telephone Numbers
Appendix E: Media Contact Information
Appendix F: Emergency Management Plan and Distribution List
Appendix G: Record of Amendments

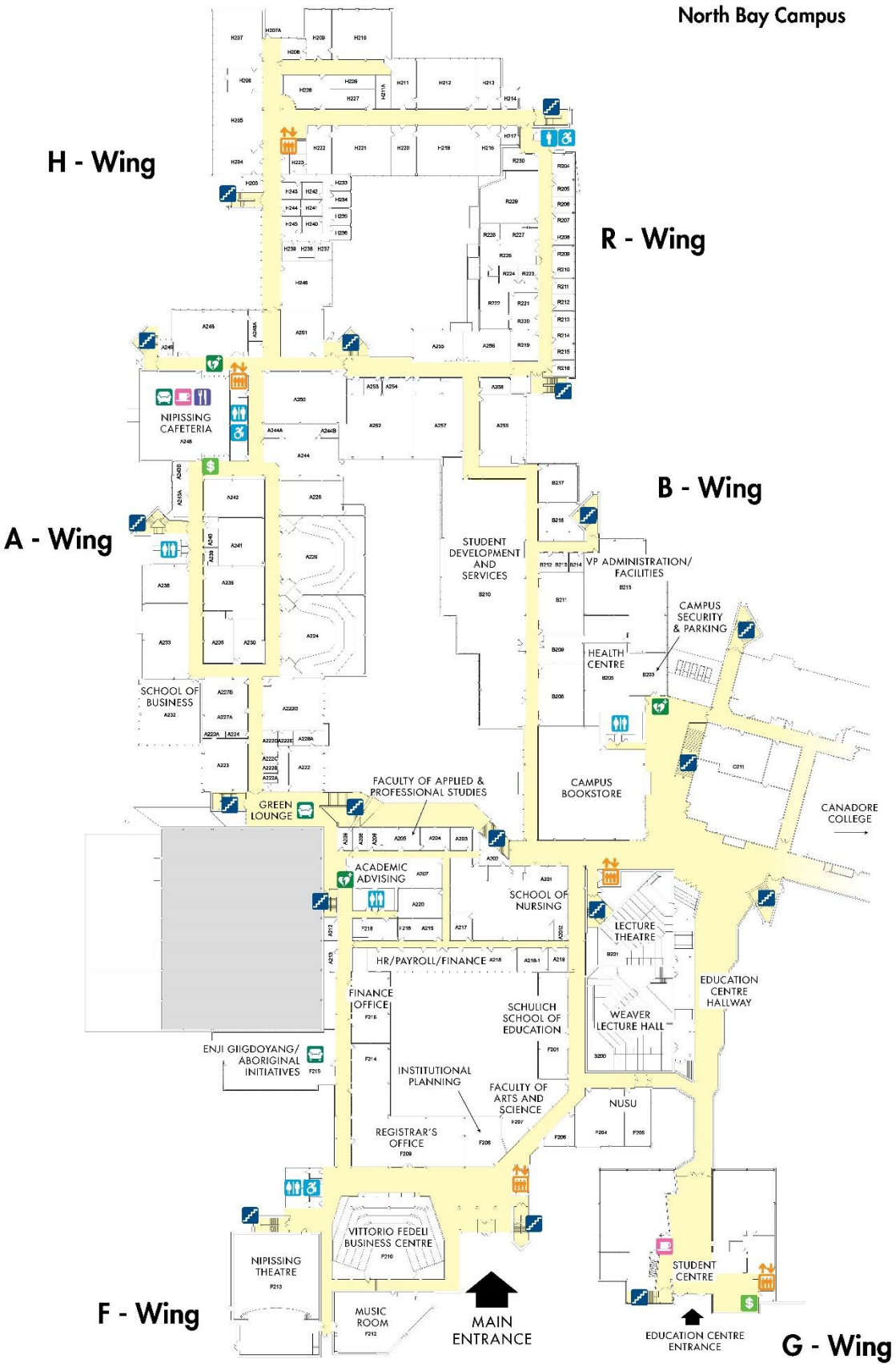
Appendix H: Nipissing University Main Campus
Appendix I: Monastery Map
Appendix J: Harris Learning Library Map
Appendix K: Robert J Surtees Athletic Centre Map
Appendix L: Townhouse Residence Complex Site Plan
Appendix M: Education Centre – Upper Residence Area Map
Appendix N: Monastery and Lower Residence Area Map
Appendix O: Notice of Disruption Signage
Appendix P: Sign-in Sheet for ECC

Please note: *Appendix A-G are together in a separate stand-alone document. These appendices are not to be shared with anyone not on the Emergency Management Steering Committee.*

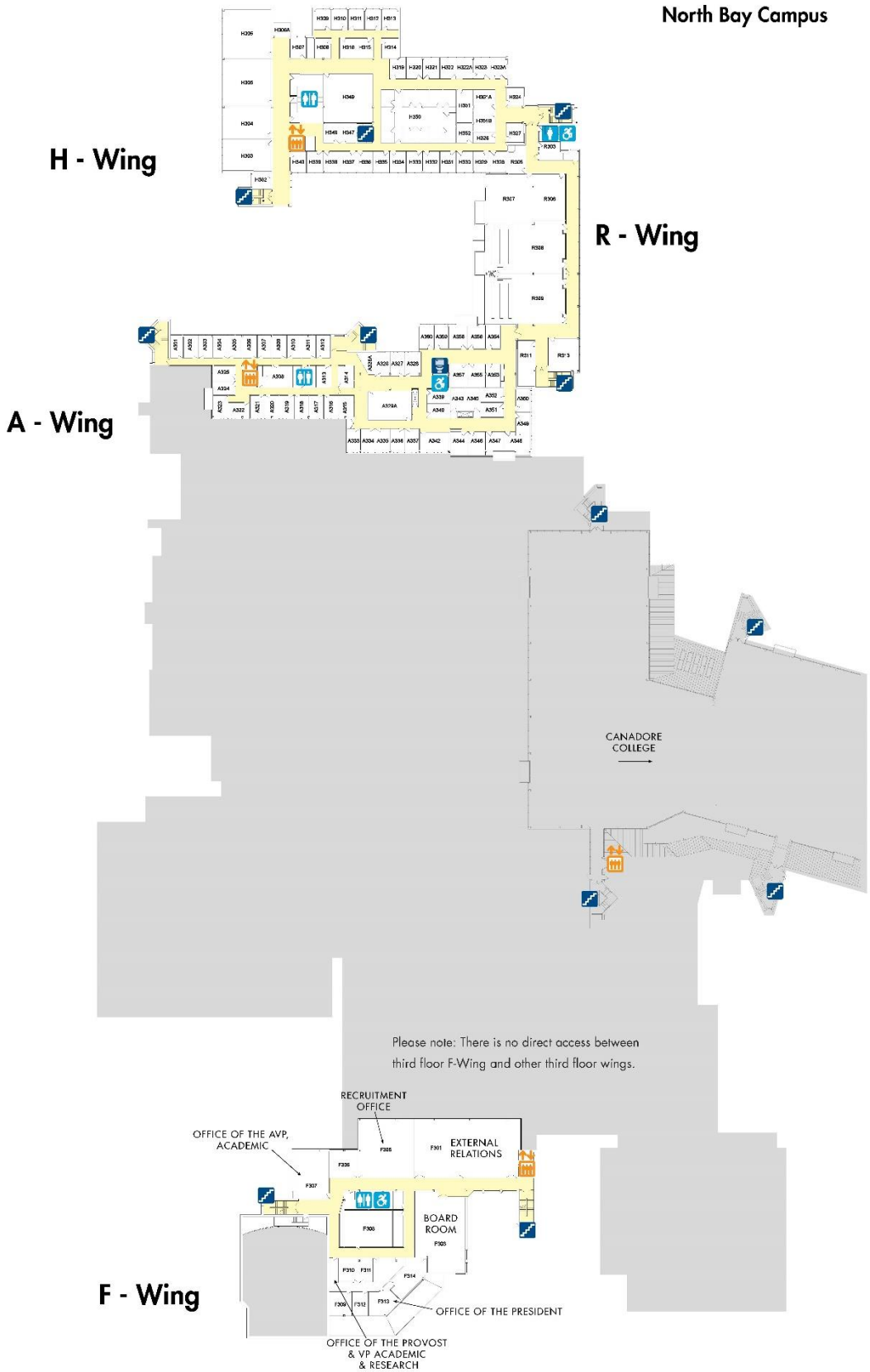
Appendix H - Nipissing University Main Campus – First Floor



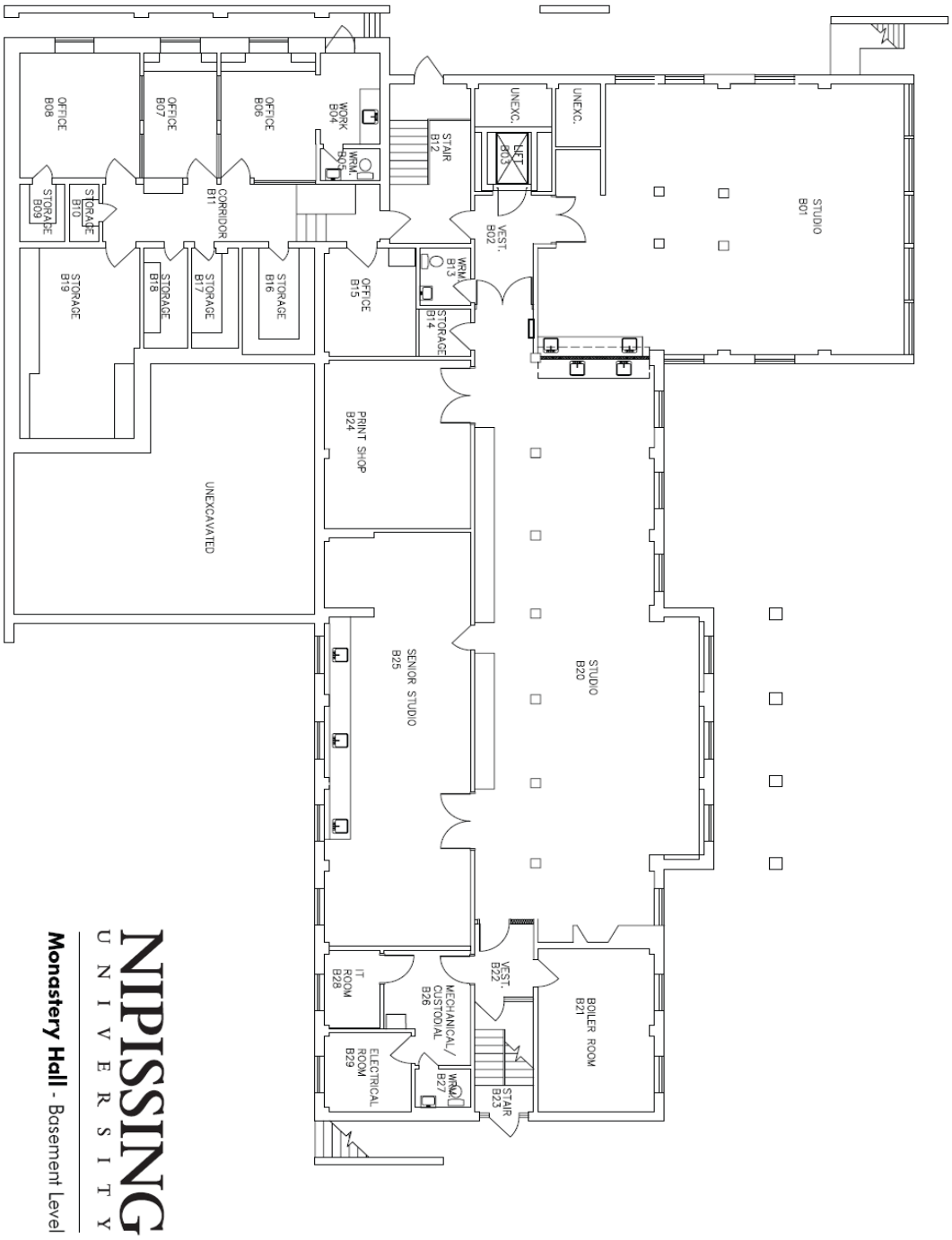
Nipissing University Main Campus – Second Floor



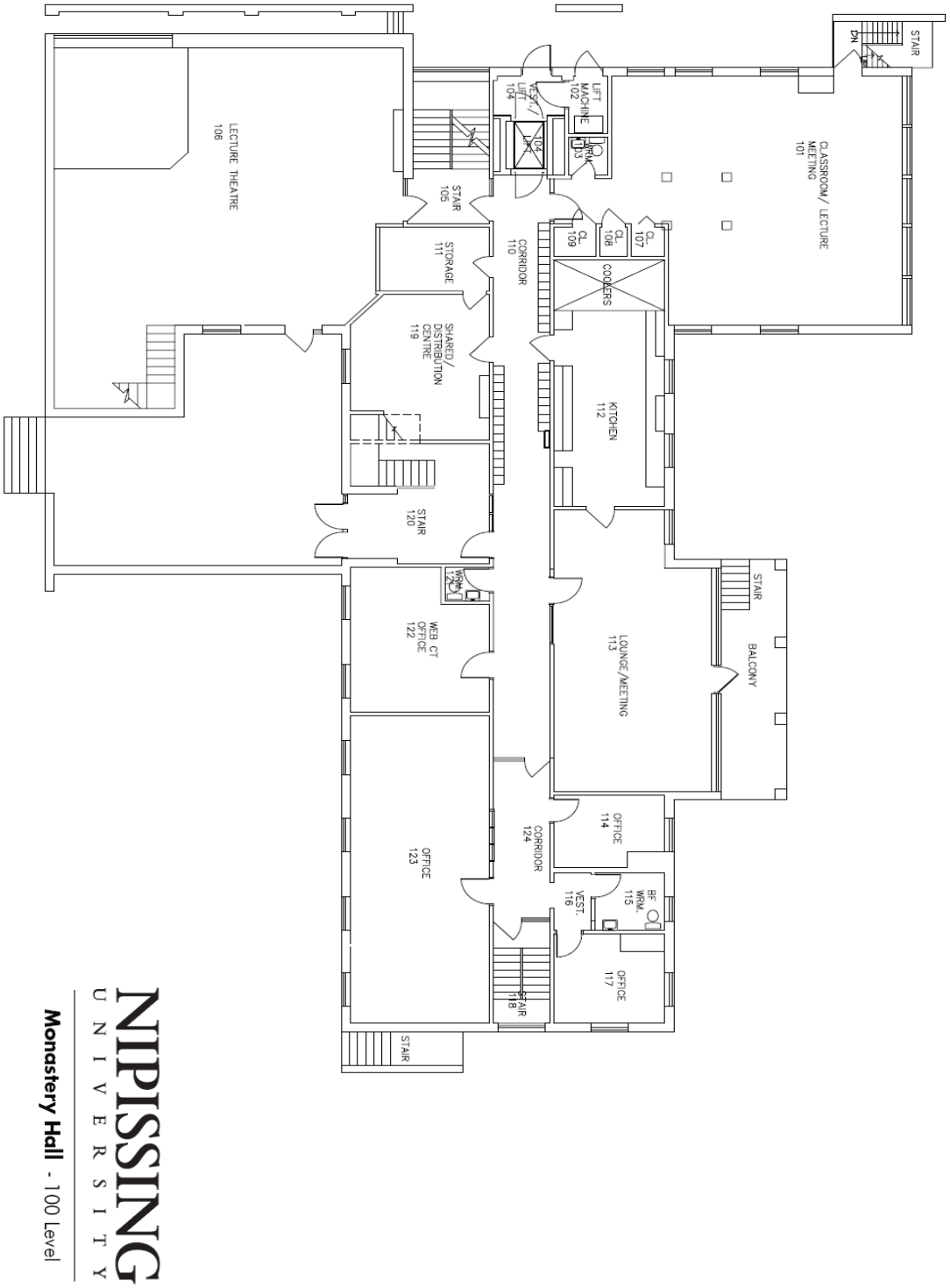
Nipissing University Main Campus – Third Floor



Appendix I – Monastery – Basement Level



Monastery – 100 Level



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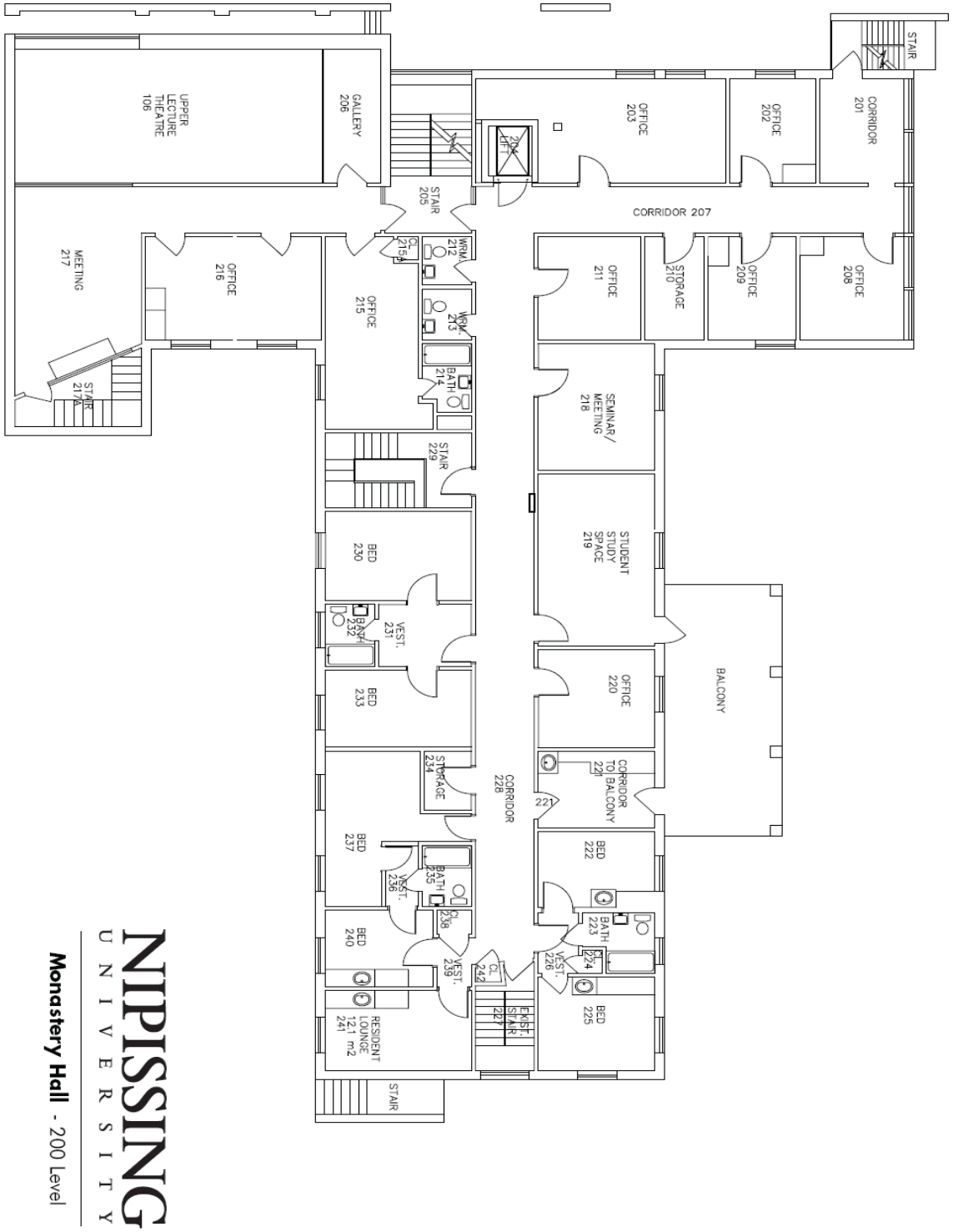
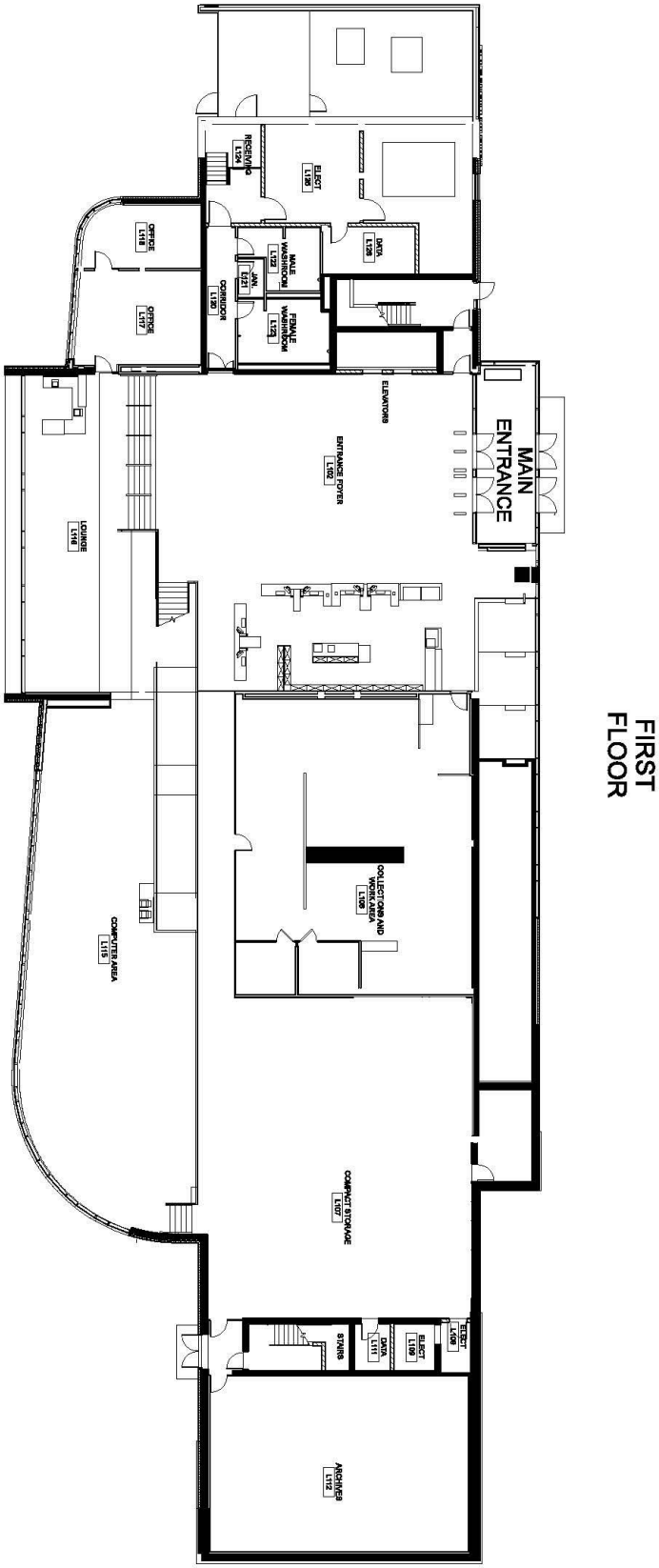
Monastery Hall - 100 Level

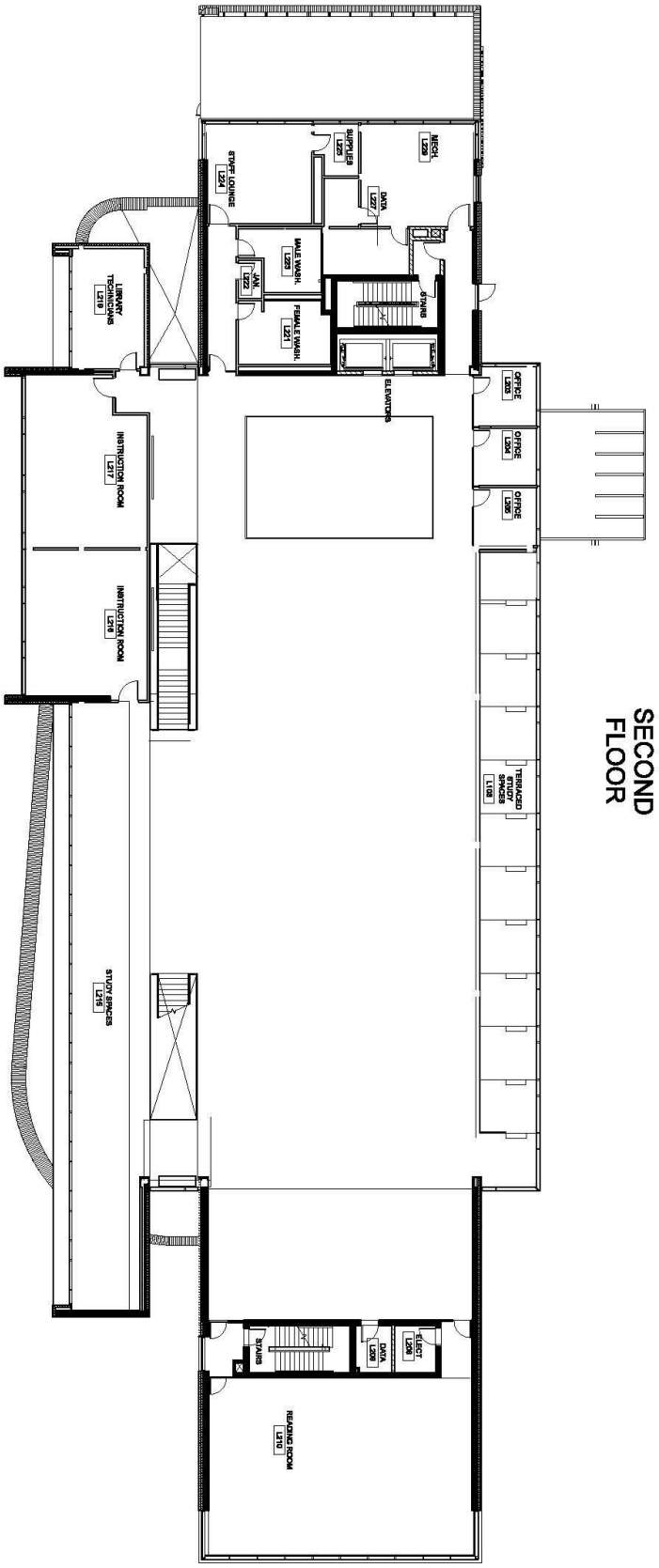
Monastery – 200 Level



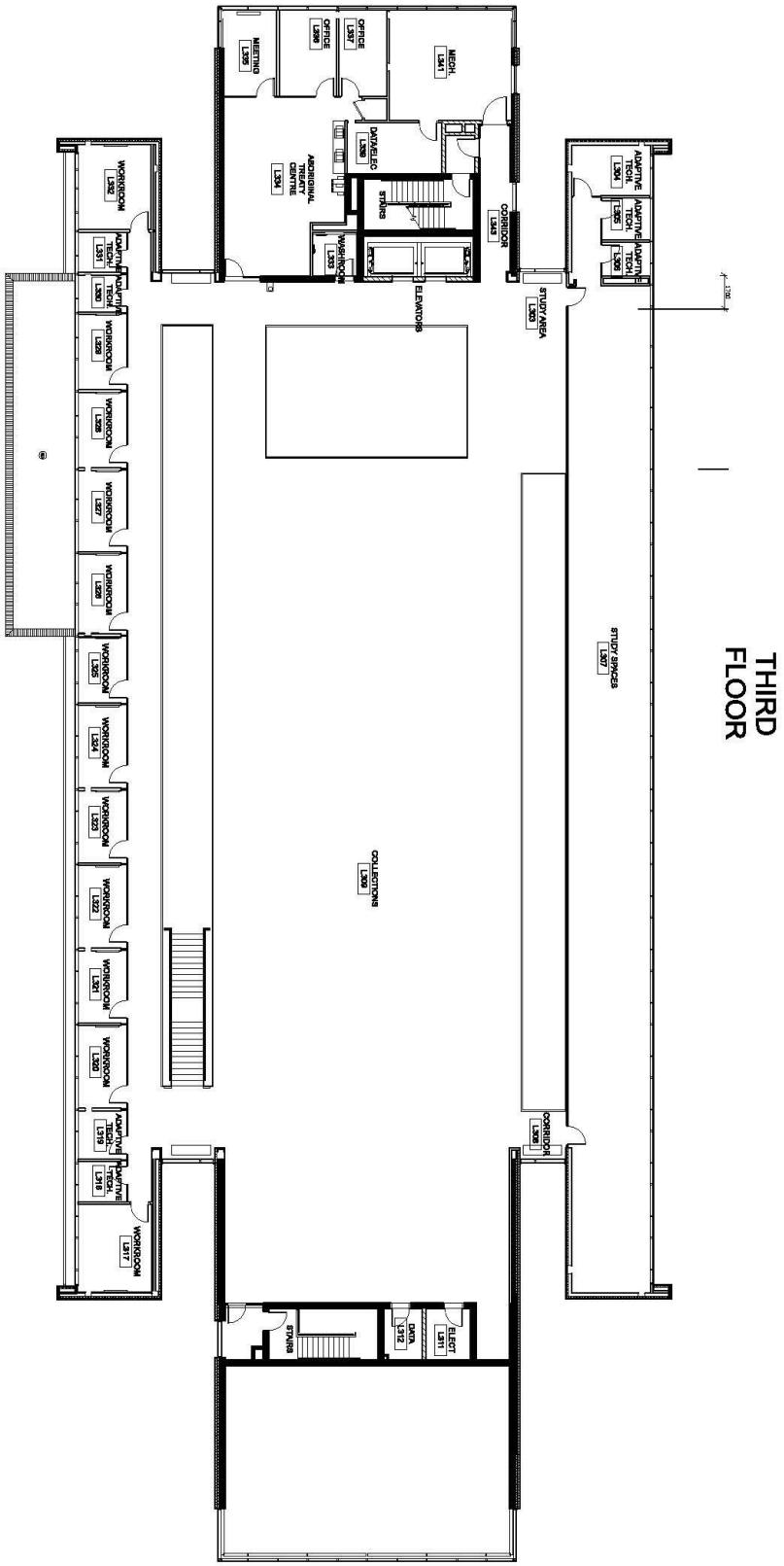
Appendix J – Harris Learning Library – First Floor



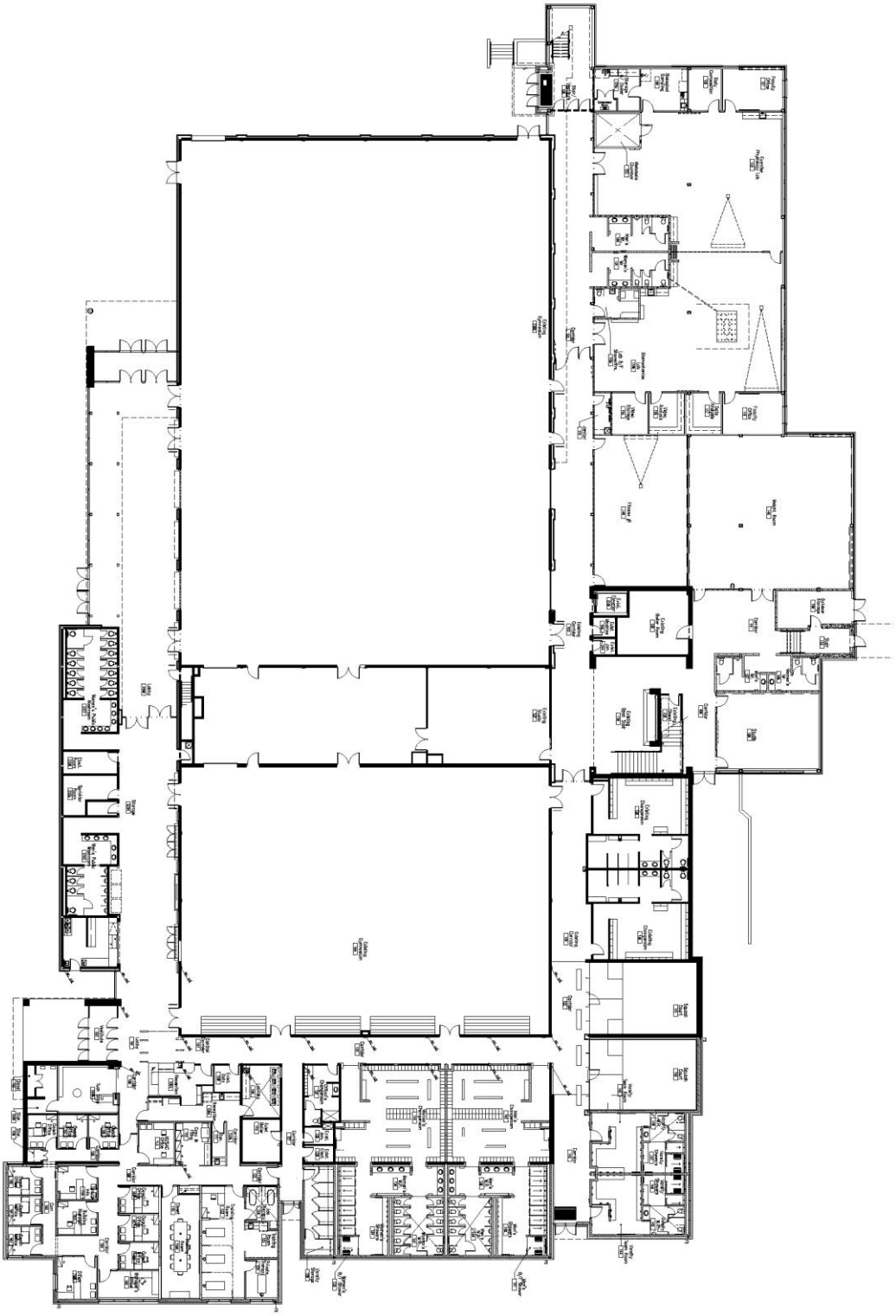
Harris Learning Library – Second Floor



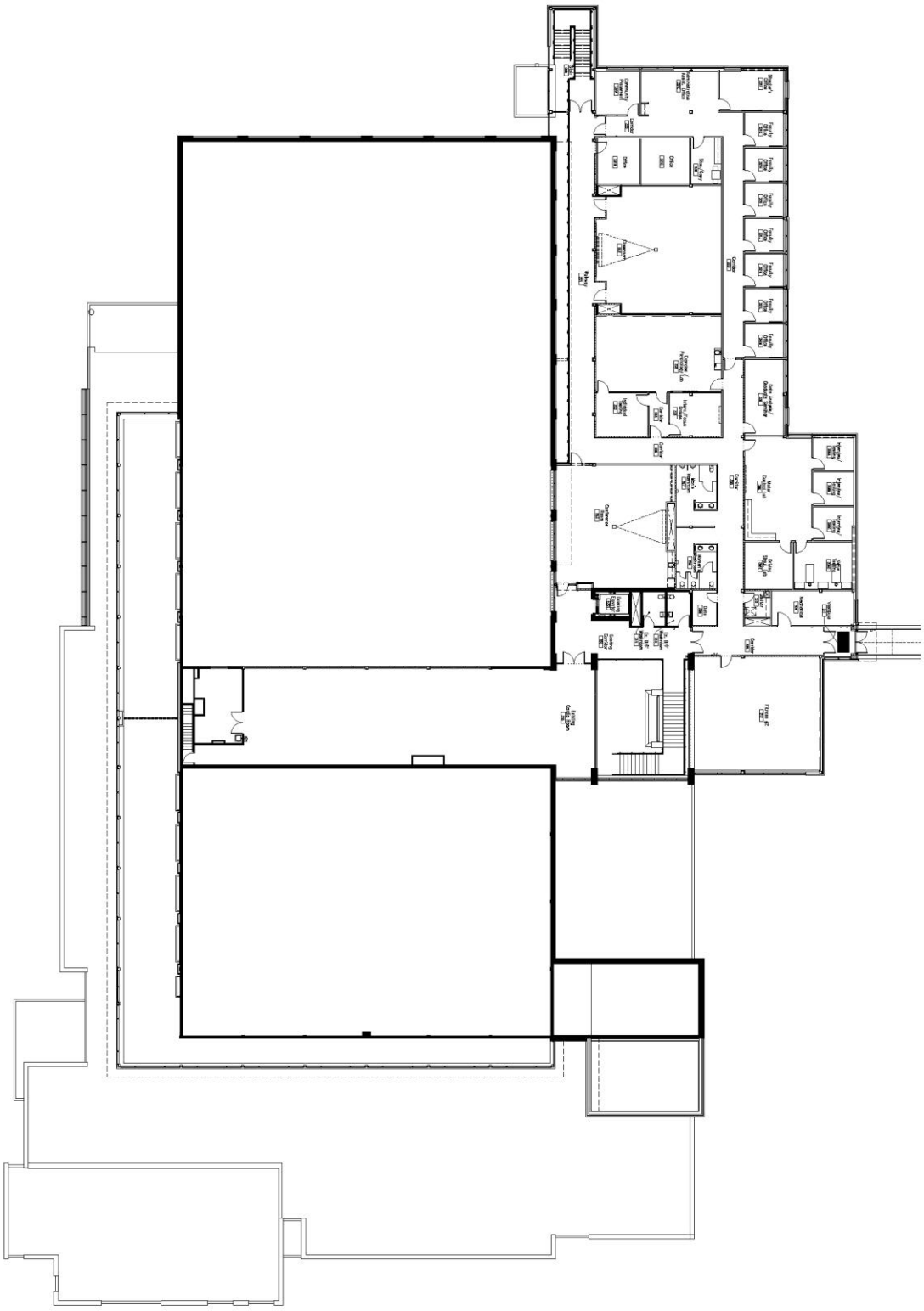
Harris Learning Library – Third Floor



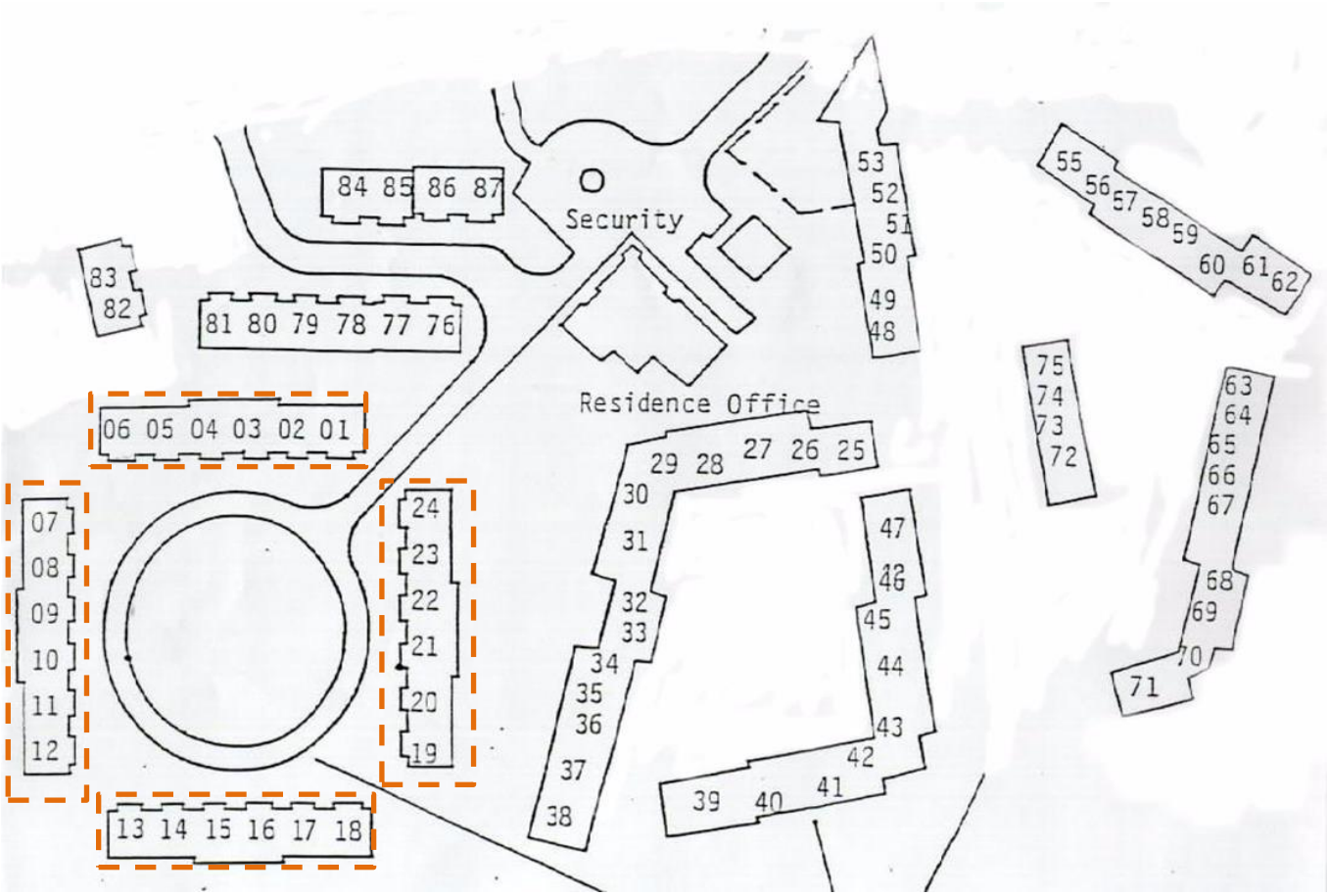
Appendix K – Robert J. Surtees Athletic Centre Map – Main Floor



Robert J. Surtees Athletic Centre Map – Upper Floor



Appendix L - Townhouse Residence Complex Site Plan Nipissing University & Canadore College



Denotes townhouses owned by Nipissing University

Appendix M – Education Centre and Upper Residences Area Map

Appendix N – Monastery and Lower Residence Area Map

Appendix O

NOTICE OF SERVICE DISRUPTION

DURATION OF DISRUPTION:

COMMENCING: _____

ENDING: _____

NATURE OF SERVICE DISRUPTION:

_____
_____
_____
_____

ALTERNATIVE SERVICES:

_____
_____
_____
_____

ADDITIONAL INFORMATION OR ASSISTANCE:

CONTACT PERSON: _____

LOCATION: _____

EMAIL: _____

TELEPHONE: _____

TTY: _____

This notice is posted in compliance with the *Accessibility for Ontarians with Disabilities Act* (2005) Ontario Regulation 429/07

Date Posted: _____

We apologize for any inconvenience caused by this disruption.

Appendix P

Emergency Control Centre Sign-In Sheet

Incident Description:
Date:
Emergency Control Centre, Room#

Name:	Signature: