

University of Prince Edward Island

*Emergency Management Plan*

November 2009



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## **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 coordinated 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 are able to provide leadership and immediate intervention to resolve the emergency. An isolated incident may not require the activation of the Senior Management Group (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 SMG 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 Group and Emergency Operations Team would be deployed and the Emergency Operations

Centre would be activated. The SMG would provide support and leadership and the EOT would provide briefings to the SMG 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 Group (SMG)**, the **Emergency Operations Team (EOT)** and the **Emergency On-Site Team**.

The **Senior Management Group** 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.

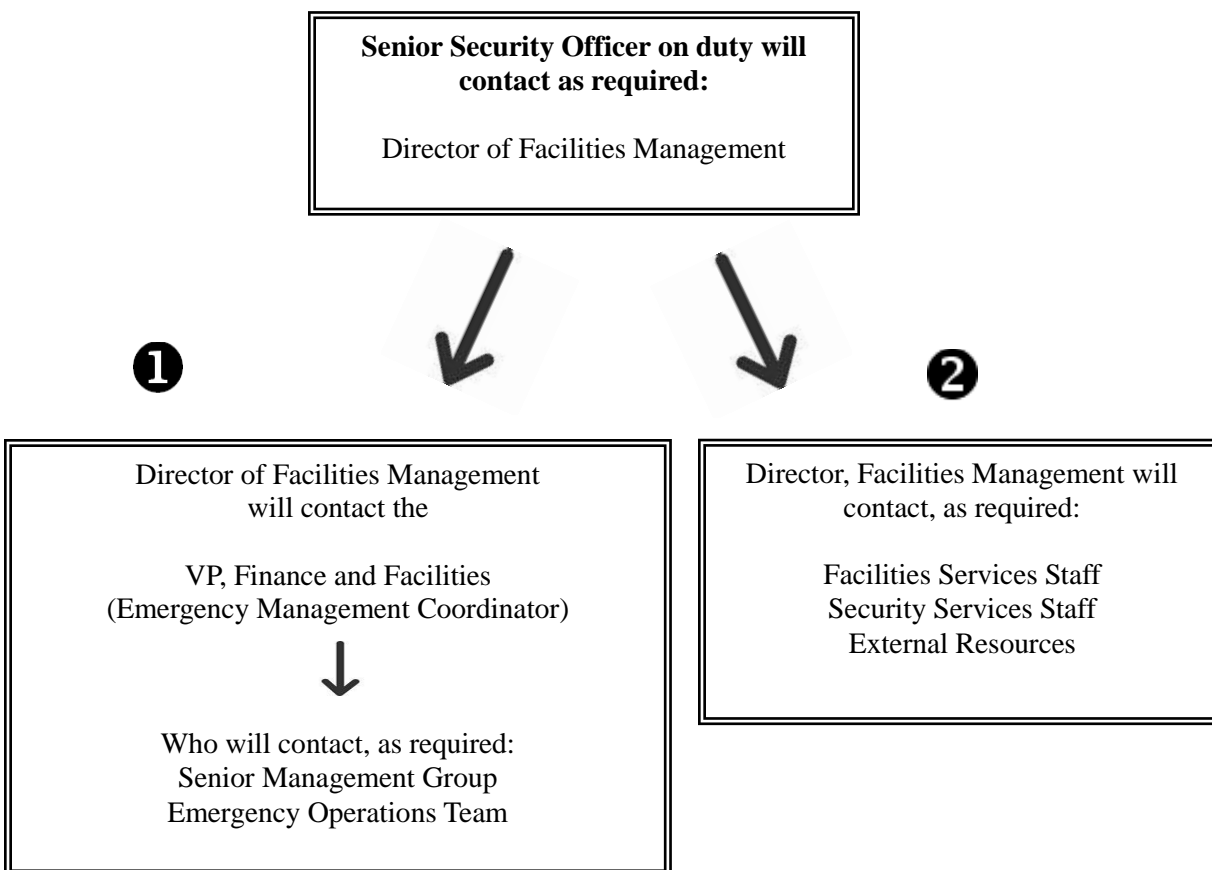
The **Emergency Operations Team** is responsible for control and coordination within the Emergency Operations Centre. It is managed by the Vice President of Finance and Facilities who is designated as the Emergency Management Coordinator. While the Vice President of Finance and Facilities ensures that directives from the SMG 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 Group. He/she reports directly to the SMG and, after consultation with the University President, is responsible for declaring an emergency and activating the Emergency Management Centre. *The alternate to the VP Finance and Facilities is the Director of Facilities Management.*

The Vice President of Finance and Facilities 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 Finance and Facilities will have the authority and responsibility for coordinating the EOT during an emergency.

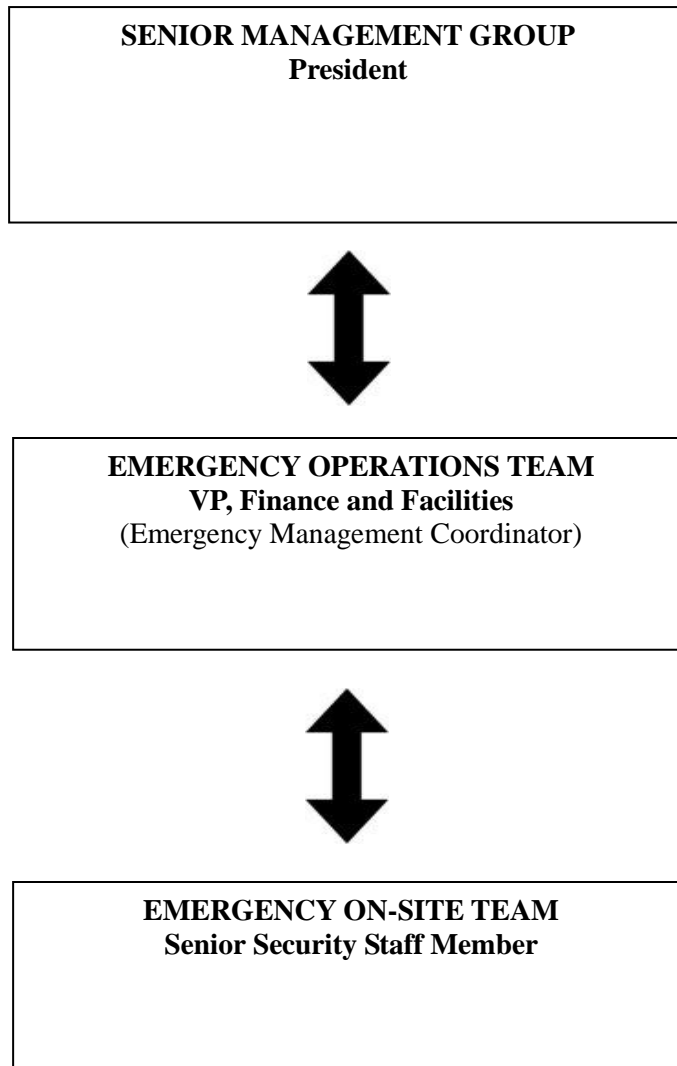
The **Emergency On-Site Team** has the authority to coordinate on-site responses to limit threats resulting from the emergency. Initially, the senior Security Officer will make decisions on mitigation strategies and tactics required to save lives and limit the threat to people, animals, property, and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

The Senior Management Group is 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. SMG 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, Finance and Facilities.

#### ***Membership***

- President
- VP, Finance and Facilities
- VP, Academic Development
- VP, Research and Development
- Dean (s)
- University Librarian
- Student Union President or Alternate
- 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 Group.

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, Finance and Facilities, coordinates this team as the Emergency Management Coordinator.

#### ***Membership***

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

#### ***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 Group 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**

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, 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.

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 SMG, 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.

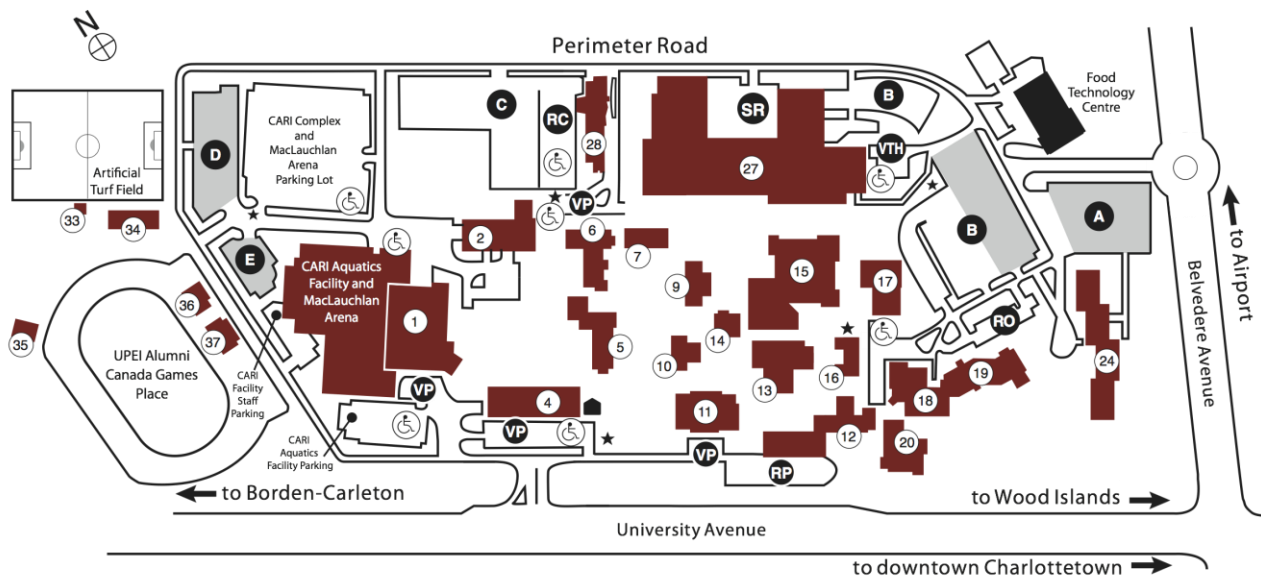
### **Membership**

- UPEI Director of Integrated Communications
- UPEI Communications Coordinator\*
- AVC External Relations Officer\*
- UPEI Media Communications and Relations Officer
- Web support personnel
- One additional communications professional
- Support staff as required

*\* If the crisis occurs at AVC, the AVC External Relations Office will take the lead. Otherwise, UPEI Integrated Communications will take the lead.*



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 Charlottetown, PE  
 Canada C1A 4P3  
 upei.ca



**CAMPUS BUILDINGS**

*Reserved for Future Expansion– numbers 3, 8, 21, 22, 23, 25, 26, 29, 30*

- |                                |   |  |
|--------------------------------|---|--|
| 1. Chi-Wan Young Sports Centre | 12. Don and Marion McDougall Hall           | 24. Blanchard Hall (Residence)                 |
| 2. Central Utility Building    | 13. Duffy Science Centre                    | 27. Atlantic Veterinary College (AVC)          |
| 4. W.A. Murphy Student Centre  | 14. Chaplaincy Centre                       | 28. Regis and Joan Duffy Research Centre       |
| 5. Main Building               | 15. Robertson Library                       | 33. Artificial Turf Field Announcers' Building |
| 6. Steel Building              | 16. Campus Kids Child Care Centre           | 34. Clubhouse                                  |
| 7. Dalton Hall                 | 17. K.C. Irving Chemistry Centre            | 35. Alumni Canada Games Storage Building       |
| 9. Memorial Hall               | 18. Wanda Wyatt Dining Hall                 | 36. Alumni Canada Games Announcers' Building   |
| 10. Cass Science Hall          | 19. Bill and Denise Andrew Hall (Residence) | 37. Alumni Canada Games VIP Building           |
| 11. Kelley Memorial Building   | 20. Bernardine Hall (Residence)             |  |

★ EMERGENCY CALL STATION

■ WEATHER SHELTER

**PARKING**

- A** General & overnight during winter months
- B** General & Designated
- C** Designated
- D** General
- E** General
- General parking areas

- VTH** Veterinary Teaching Hospital clients
- ♿ Accessible
- RO** Residence only

- VP** Visitor metered
- RP** Reserved
- SR** Shipping and Receiving
- RC** Research Centre

**upei.ca**

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## APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES

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

APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES (cont'd)

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

APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES (cont'd)

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

APPENDIX F - EMERGENCY NOTIFICATION GUIDELINES (cont'd)

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

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