

Emergency Management Plan

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40^{YEARS}
UNIVERSITY
OF THE FRASER VALLEY

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1.0 Introduction

The University of the Fraser Valley (UFV) is committed to protecting the well-being of its community members, as well as its intellectual property and facilities. For this reason, the Emergency Management department has developed the UFV Emergency Management Plan. The plan strives to minimize the impact of emergencies and maximize the effectiveness of the campus community's response to and recovery from unplanned events.

Due to the wide variety of potential emergencies and their possible impact on UFV, a great deal of personal judgement and situational awareness in decision making must be used by those individuals responsible for emergency response. This plan provides an overview of the management structure, processes, and general guidance for emergency situations.

The Emergency Management Plan is best supported by departments developing standard operating procedures, plans, and guidelines that tie into the Emergency Management Plan. These documents should include mitigation, response, and recovery from an unplanned event. These plans must be updated on an annual basis or as needed.

Wherever possible, UFV should ensure the efforts are consistent with the wider community. Some provisions must be made to integrate or access the emergency response services that are part of a Municipal, Provincial or Federal Government.

It is extremely important that everyone is aware of their surroundings and has a plan in place in the event of small or large emergency.

2.0 Purpose

The purpose of the Emergency Management Plan is to illustrate how UFV will respond to and recover from emergencies. These emergencies may threaten life safety, the environment, or disrupt programs and activities.

For the purpose of this plan an emergency is defined as:

'A present or imminent event that requires prompt coordination of actions concerning threats to cause harm to people, university property, and or impact health and safety.'

Principles of Emergency Management

Emergency Management on campus consists of four phases: mitigation, preparedness, response, and recovery.

Mitigation includes activities that attempt to avoid or prevent a disaster, or lessen its impact on the community.

Preparedness incorporates planning and training for response, such as practicing fire drills and maintaining emergency kits.

Response addresses the short-term impact of an incident. Immediate actions taken to protect life and property are included in this phase.

Recovery, the final stage, includes all activities that focus on restoring a community to its normal way of life.

3.0 Plan Assumptions

This plan holds the following assumptions:

- An emergency at UFV may occur with little or no warning, and may escalate more rapidly than UFV's response capabilities
- Critical infrastructure such as transportation networks, water, electrical power, natural gas, and telecommunications may be interrupted or not available
- Buildings may be damaged or unsafe to occupy
- Supply chains may be disrupted
- Employees, students and guests may become stranded at UFV; conditions may be unsafe to travel off campus.

The Emergency Operations Centre will be activated and staffed to manage the strategic response to the emergency and to support emergency operations at the site.

4.0 Authority

Emergency response on campus operates under the authority of the Office of the Chief Financial Officer/VP Administration and operates on behalf of the Board of Governors. The Emergency Management Program is the responsibility of the Director of Security & Emergency Management.

5.0 Concept of Operations

UFV has adopted and implemented the British Columbia Emergency Management System (BCEMS) as a foundation for a response framework. BCEMS is the standardized approach used by the BC provincial government ministries, agencies, and crown corporations as well as first responders for emergency response. This system provides a common frame of reference and language among responding organizations, resulting in enhanced communication and a coordinated response.

In the event of an emergency at UFV the goals and objectives are to:

- Provide for the safety and health of all responders
- Save lives
- Reduce suffering
- Protect public health
- Protect infrastructure
- Protect property
- Protect the environment
- Reduce economic and social losses

5.1 Incident Command System

BCERMS is based on the Incident Command System (ICS). The system was designed to improve coordination efforts when multiple agencies respond to an emergency. The ICS model provides a standard framework that can be applied to any and all type of hazards and sizes of emergencies. The system rapidly expands or contracts to meet the changing needs of an emergency situation.

The key components of ICS include clearly identifying leadership, using consistent language, and establishing common objectives and action plans to achieve the stated goals. To accomplish this, response is organized into five sections: Command, Operations, Planning, Logistics and Finance/Administration (See Appendix A: Incident Command System Diagram).

The **Incident Commander** (IC) or Unified Commander (UC) is responsible for all aspects of the response, including developing incident objectives and managing all incident operations. There are three command staff that directly support the IC: Safety Officer, Liaison Officer and Information Officer.

The **Operations** section is responsible for the direct management of all incident tactical activities. This section assists in the development of the incident action plan.

The **Planning** section is responsible for collecting, evaluating, disseminating and using information about the incident. This section maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. Planning is also responsible for preparing and documenting incident action plans and incident maps.

The **Logistics** section is responsible for providing all support needs to the incident (except aircraft) including resources from off-site locations. It also provides communications, medical and food services, facilities, ground transportation, supplies, equipment, fuel and maintenance.

The **Finance** section is responsible for all incident costs and financial considerations. This section includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

5.2 Emergency Operations Centre

An Emergency Operations Centre (EOC) is a central command and control facility responsible for carrying out functions at a strategic level in an emergency situation, and ensuring the continuity of operations at UFV. The sections of the EOC are mirrored from the Incident Command System and can expand or contract as necessary (See Appendix B: EOC Diagram).

An EOC is responsible for the strategic overview, or "big picture", of the disaster, making operational decisions and leaving tactical decisions to Incident Commander(s). The main functions of all EOC's are to collect, gather and analyze data; make decisions that protect life and property, and maintain continuity of the organization.

Security & Emergency Management has established an EOC in Building B on the Abbotsford Campus. The alternate EOC is located in Building W at CEP in Chilliwack.

5.3 Policy Group

The Policy Group is an extension of the Emergency Operations Centre. This group is comprised of UFV senior management officials. The role of the Policy Group includes providing:

- guidance;
- overall direction and priorities for managing the emergency or disaster situation;
- parameters for expenditures;
- authorization for and/or acquisition of additional outside support/resources; and
- public information and communications direction.

6.0 Plan Activation

During incidents and emergency conditions the following positions or their delegates may activate the Emergency Management Plan:

- Provost & Vice President, Academic
- Vice President, Students
- Chief Financial Officer & Vice President Administration
- Executive Director, Campus Planning & Resource Development
- Director, Security & Emergency Management
- Director, Health, Safety & Wellness
- Director, Facilities
- Director, Student Life & Development

This plan is activated whenever emergency conditions exist as defined by the activation levels Minor, Moderate, or Major, in which operations cannot be performed and immediate action is required.

A **Minor** emergency is defined as a department or building incident that can be resolved with existing resources within the department or by a responding service unit. While there may be some damage and/or interruption, the conditions are localized and activation of the Emergency Response Plan may or may not be necessary.

A **Moderate** emergency is a department or building incident that can be resolved with a response from an on-campus response team (Security, Health & Safety, etc.) and assistance from outside emergency response agencies. A moderate emergency is usually a one-dimensional event that has a limited duration and little impact on the campus community beyond those that are using the space or building in which the event occurred. Although full activation of the plan is not typically warranted, partial activation of EOC in support of response efforts may be considered.

A **Major** emergency is an event that impacts/disrupts or has the potential to impact/disrupt a sizable portion of the campus and/or the surrounding community. Major emergencies may be single or multi-hazard situations that require a coordinated response both within and outside the university. Major emergencies also include imminent events on campus or within the general community that may develop into a major crisis or disaster. (Appendix C: EOC Activation Levels)

The Emergency Operations Centre may be activated by any one of the following:

- an Incident Commander
- persons named in the UFV Emergency Management Plan and/or EOC plan
- UFV Security & Emergency Management staff

6.1 Incident Notification – Call Centre

Notification of an incident can come through several points of contact. The majority of calls will come through the Security Operations Centre (SOC). The SOC then forwards the appropriate information to the Security & Emergency Management department, who in turn notifies the impacted department (depending on the event). Security will assume Incident Command and Emergency Management will provide situational awareness to the management team, based on the size and scope of the emergency. A recommendation will be made for appropriate actions, such as activating the EOC.

6.2 A Declared Campus Emergency

The President or designate is responsible for declaring an emergency on campus. This decision is usually made in consultation with the Policy Group and is based on situation awareness from the Emergency Operations Centre. Only the President or designate may terminate a declared campus emergency.

The President may attend meetings, particularly when the situation is likely to have a serious impact on the campus as a whole. In addition, the President will be consulted regularly on progress, and will be involved in major decision making.

7.0 Plan Deactivation

When the response to the emergency is complete, the EOC director will recommend to the Chief Financial Officer/VP Administration and the Policy Group that the response phase of the emergency has been terminated. At this point UFV will formally move into recovery efforts based on pre-established business continuity plans.

7.1 Post Incident

Following the conclusion of a major emergency incident, a Post Incident Review will be initiated. The review shall include but not be restricted to:

- Consolidation of all relevant documentation generated during the emergency response
- Survey of incident command staff, EOC responders, impacted departments, and the Policy Group (if applicable)
- Survey of the external stakeholders that responded to the emergency.

The objectives of the Post Incident Review include:

- Create an after action report and address or assign responsibility for action items;
- Recommend modifications to applicable plans, discovered during the event.

8.0 Emergency Social Services

Emergency Social Services are those services provided short term (generally 72 hours) to preserve the emotional and physical well-being of evacuees and response workers in emergency situations. Services may include shelter, food, or clothing.

UFV Baker House Residence houses up to 200 students. In the event these students are displaced, the Emergency Management team will coordinate temporary shelter until more permanent accommodations can be arranged.

9.0 Training & Exercises

The success of this plan requires UFV to maintain a constant state of readiness to assure the efficient and orderly transition from routine activities to those associated with emergency situations. This is accomplished through a continuous program of training and exercises.

9.1 Training Objectives

- Develop the capabilities for protecting the University community from the effects of an emergency
- Ensure that personnel at the University respond safely and effectively to an emergency
- Validate emergency response guidelines, department emergency plans and standard operating procedures

9.2 Exercise Program

UFV Emergency Management has developed an annual exercise program in an effort to ensure the Emergency Management Plan meets the needs of the university community.

The objectives of the exercises are to validate plans, test procedures, provide applicable training for employees, as well as to test facilities, equipment and resources. Exercises also foster relationships, confirm expectations and maintain rapport with key partners.

Written evaluations are to be prepared after every exercise, in order to evaluate the learning outcomes.

10.0 Supporting Documents

Currently there are several documents being developed to support the Emergency Management Plan. These documents will contain detailed information on roles, responsibilities, initial response directions, and other resources. Some of these documents include the following guides:

- Emergency Procedures
- Floor Warden Emergency Procedures
- Incident Command System
- Emergency Centre Operations

- Policy Group

10.1 Crisis Communications Plan

The Crisis Communications Plan provides a framework for internal and external communications. This includes communications between the university, media, and public in the event of a crisis or emergency.

10.2 Business Continuity Plans

As part of business continuity, the expectation is that every department will have a plan that outlines key response and recovery priorities. These plans will detail how each department will support the overall Emergency Management Plan.

10.3 Hazard Risk & Vulnerability Assessment

Departments will have standard operating procedures for hazards as identified in the Hazard Risk & Vulnerability Assessment 2012. Emergency Response Guidelines are being created to advise affected business units on how to deal with an emergency in the first operational period.

11.0 External Response

Local Authorities/Municipalities

UFV has campuses in a number of municipalities located in the Fraser Valley. These municipalities provide Police, Fire, and Ambulance Services to the campuses. UFV's Security & Emergency Management department works collaboratively with the municipal responders at the site level. When possible, a Unified Command model is used to manage the response.

Emergency Management British Columbia

Emergency Management British Columbia (EMBC) monitors emergency events within the Province. In a large scale event that impacts several campuses and/or the region and requires the assistance of the provincial or federal government, EMBC will communicate with the municipalities in which UFV is located, in order to coordinate a response.

Interagency Responses

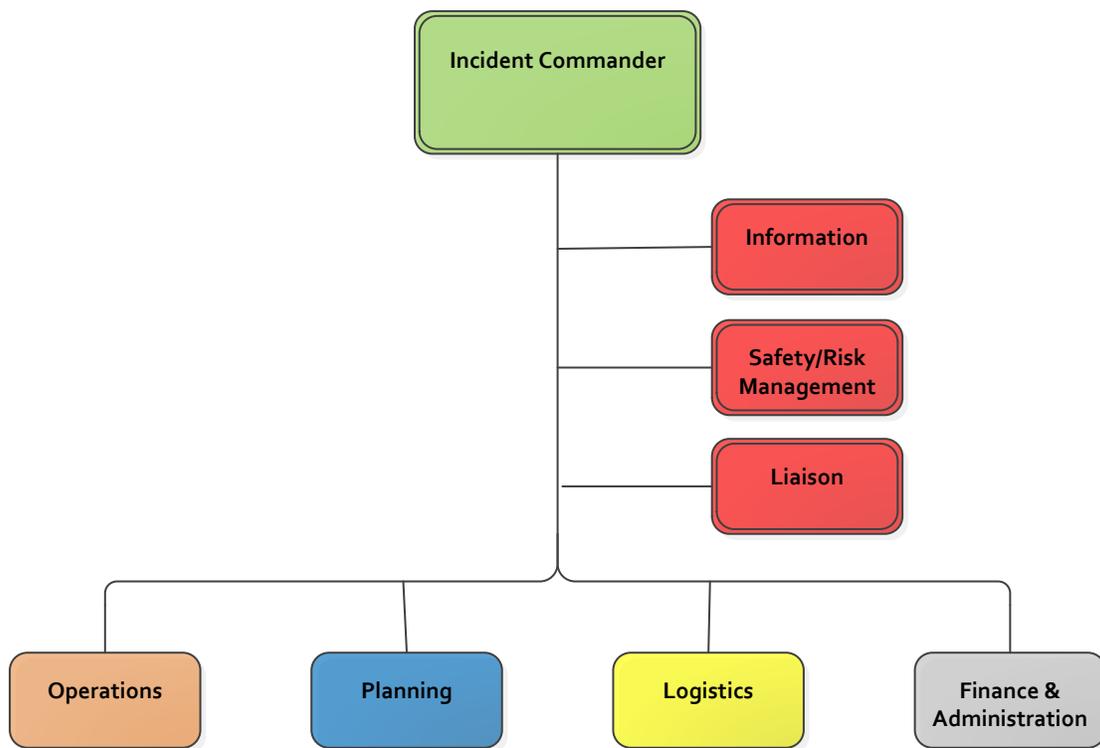
UFV depends on a number of external agencies to provide assistance with medical response, public health issues, and critical infrastructure support and repairs. These include the BC

Ambulance Service, Fraser Health, BC Hydro, and FortisBC. UFV works in partnership with these agencies to plan and prepare for emergency response.

Appendix A: Incident Command System Diagram

During an emergency or major incident, communication and cooperation will be the key to running a successful Incident Command System. The command system is set up on scene to allow responders of all agencies to work under an expandable system that eliminates jurisdictional boundaries.

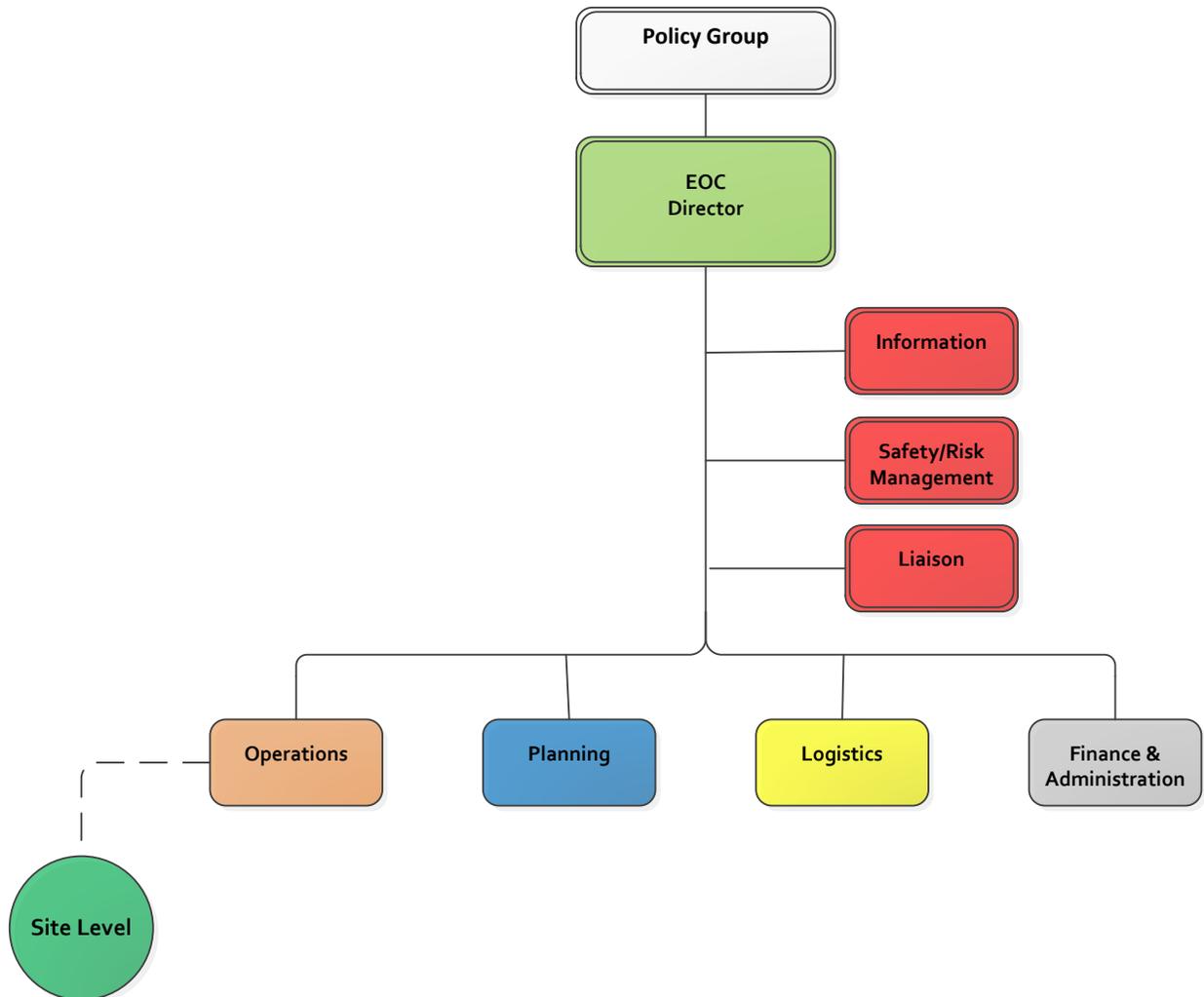
Communications Flow at the Site Level:



Appendix B: EOC Diagram

Site Support EOC Organizational Structure

The diagram is mirrored from the Incident Command System adding the Policy Group and site level support.



Appendix C: EOC Activation Levels

The following table defines the EOC activation levels:

Levels	Examples	Staff Required
Minor (Level 1)	Building service interruption for a short duration, minor hazardous material spills, broken pipes, personal injury, and medical problems. <i>(Could be a virtual EOC)</i>	<ul style="list-style-type: none"> • EOC Director • Information Officer • Liaison Officer • Operations Section Chief
Moderate (Level 2)	Fire, bomb threats, protests, building evacuations, natural gas leaks, multiple building or extended utility failures, chemical spills, limited contagious disease outbreak, serious injury or death of an individual.	<ul style="list-style-type: none"> • EOC Director • Information Officer • Liaison Officer • Section Chiefs (as required) • PEP (Provincial Emergency Program) contacted
Major (Level 3)	Extended power outages, heating plant failure, natural disasters, severe storms, major explosion or fire, explosion or fire in a location that contains hazardous materials resulting in the evacuation/closure of adjoining buildings or buildings in close proximity to the event, significant contagious disease outbreak and labour disruptions.	<ul style="list-style-type: none"> • All EOC Functions positions (as required) • Policy Group • PREOC (Provincial Regional Emergency Operations Centre Activation)

Appendix D: Definitions

BCERMS	British Columbia Emergency Response Management System - is based on the Incident Command system (ICS). The system was designed to improve coordination efforts when multiple agencies respond to an emergency.
EMBC	Emergency Management British Columbia - is an inclusive emergency management system that aligns the emergency management community through a single structure to facilitate effective management of emergency incidents within the Province. It provides the framework for a standardized emergency response in British Columbia. It operates as a division of the Ministry of Public Safety and Solicitor General.
Emergency Operations Centre	A central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level in an emergency situation, and ensuring the continuity of operation of a company, political subdivision or other organization.
Incident Command System	A systematic tool used for the command, control, and coordination of emergency response.
Operational Period	The period of time scheduled for execution of a given set of operation actions as specified in the Incident Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.
Virtual EOC	Virtual Emergency Operations Centre (VEOC) is an EOC that exists solely or partially in cyberspace. A VEOC provides an electronic EOC through a computer network or the Internet.