



# University Procedures

## All-Hazards Emergency Response Procedures

|                                 |                                           |
|---------------------------------|-------------------------------------------|
| <b>Topic:</b>                   | All-Hazards Emergency Response Procedures |
| <b>Approval Authority:</b>      | Vice-President Finance and Administration |
| <b>Responsible Office/Body:</b> | Community Safety Department               |
| <b>Approval Date:</b>           |                                           |
| <b>Effective Date:</b>          |                                           |
| <b>Last Revised:</b>            | N/A                                       |

### 1. Purpose

These procedures outline roles and responsibilities when responding to all types of emergency situations. The Community Safety Department will develop additional procedures and plans to address specific potential hazards, as needed, from time to time.

### 2. Scope and Application

These procedures apply to all York University campuses and locations, as well as University-leased spaces, temporary field operations and University-organized or University-sanctioned off-site activities under the control of University staff.

Generally, small-scale emergencies (level 1) are handled by individual divisions of the University. In contrast, these procedures apply to larger-scale emergencies (level 2 or level 3) that may require a coordinated response across several divisions of the University (see section 4.2). These procedures apply whenever conditions exist in which immediate action is required to:

- save and protect lives;
- prevent damage to the environment, property and systems;
- initiate the Incident Management System;
- activate organizational structures to manage an emergency;
- coordinate emergency communications;

- provide essential services;
- temporarily assign University staff to perform emergency work;
- invoke emergency authorization to procure and allocate resources; and/or
- support continuity of operations during the emergency to the extent possible and recovery of normal operations after the emergency has concluded.

### 3. Definitions

**Activation:** decisions and actions taken to implement an emergency response procedure or to open an Emergency Operations Centre.

**Command:** the act of directing, ordering, or controlling by explicit statutory, regulatory, or delegated authority.

**Emergency:** 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 Management and Civil Protection Act*).

**Emergency Exercise:** a simulated emergency in which people carry out actions, functions, and responsibilities that would be expected of them in a real emergency as a test of the University's emergency procedures.

**Emergency Management Team (EMT):** a group of senior University staff that may be convened to direct the University's response to an emergency.

**Emergency Operations Centre (EOC):** a temporary or permanent facility from which incident management support to an Incident Command is co-ordinated. It must have appropriate technological and telecommunications systems to ensure effective communication in an emergency. The main purpose of the EOC is to serve as a single focal point for management of emergency information, decision-making and resource support and allocation in an emergency. York University has a primary location for its EOC and a designated backup location, which can be deployed if the primary EOC location is inaccessible.

**Emergency Policy Group (EPG):** a group of executive University staff led by the president (or designate) that provides strategic policy direction and priority setting for managing the economic, legal and social impacts of an emergency on the University.

**Emergency Preparedness Advisory Committee:** a pan-University body comprised of senior representatives of University divisions that is responsible for assisting the Community Safety Department with the emergency management program.

**Environment:** refers to air, water or soil quality and to plants or wildlife that may be affected by a technological, human-caused or natural disaster.

**Hazard:** a phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. These may include natural, technological or human-caused incidents or some combination. For a sample of hazards that the University may encounter, see Appendix A.

**Incident:** an occurrence or event that requires a response to protect people, property, the environment, finances and/or services.

**Incident Action Plan (IAP):** an oral or written plan containing objectives and strategies for managing an incident. It may include information regarding logistics, command, communications, resources and other important information for management of an incident.

**Incident Management System (IMS):** a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures and communications operating within a common organizational structure. The IMS is a proven, international best practice, which is predicated on the understanding that in any and every incident certain management functions must be carried out regardless of the number of persons who are available or involved in the emergency response.

**Recovery Plan:** a documented set of procedures developed to support short-term and long-term priorities for fully restoring all operations after an emergency.

**University Divisions:** For the purposes of this policy, “University divisions” refers to the following: (1) Division of the President, (2) Division of the Provost and Vice-President Academic, (3) Division of the Vice-President Research and Innovation, (4) Division of Finance and Administration, (5) Division of Advancement and (6) Division of Students.

## 4. Procedures

### 4.1 Emergency Response Priorities

Priorities when conducting emergency response operations are to:

- save and protect lives by meeting the immediate emergency needs of University community members;
- protect the University environment, property and systems from imminent threats; and
- restore critical infrastructure and services necessary for academic, research and administrative operations.

## 4.2 Emergency Levels

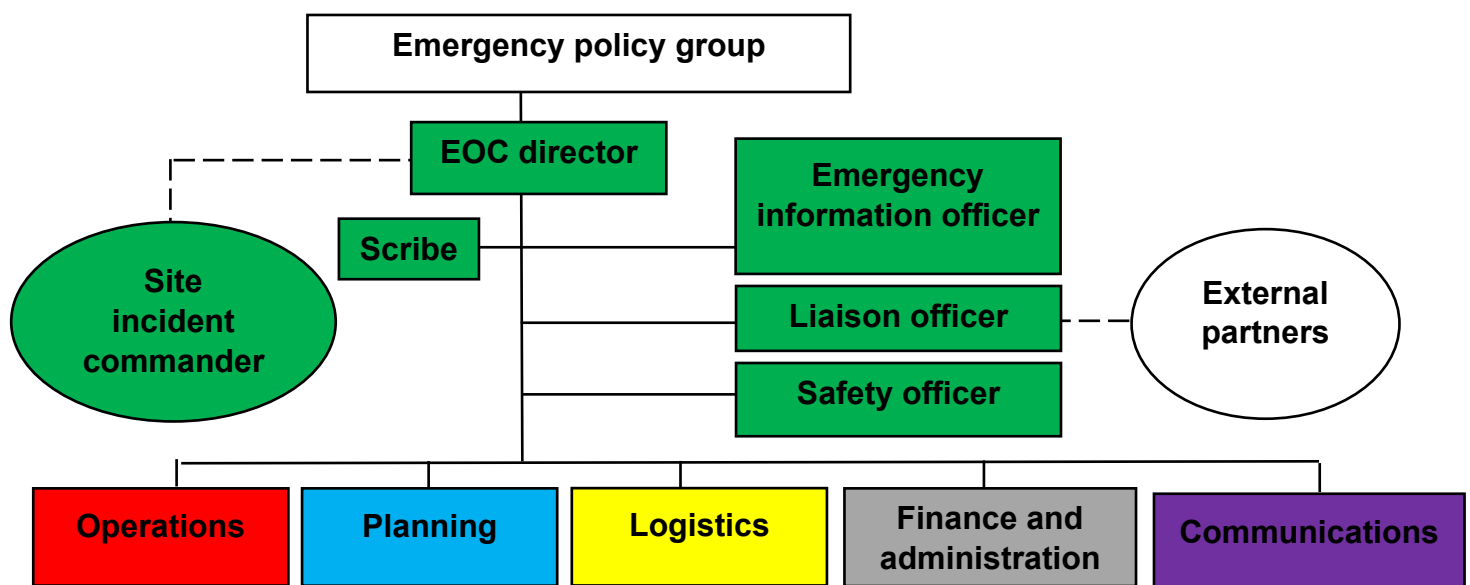
**Level 1 emergency:** a minor, localized emergency that normally has a short duration and a quick recovery time. It is handled within the normal scope of the University operations. The emergency may result in minimal damage or disruption. Examples include localized power outages, plumbing failures and small hazardous material spills.

**Level 2 emergency:** an emergency that affects multiple areas of the University and requires a degree of coordination among those areas. It may interrupt academic activities and/or administrative operations for an extended period. Examples include fires, large gas leaks and large hazardous material spills. The EMT and EPG **may be** convened, and the EOC may be activated.

**Level 3 emergency:** a catastrophic event that affects all or most areas of the University and is beyond the capacity of the University to respond through regular operations. It may require all divisions of the University to respond, support from external agencies, and may result in serious harm to the health, safety or well-being of people or animals and widespread property damage. Recovery may take weeks. Governments may declare a state of emergency. Examples include major earthquakes or long-term city-wide power outages. The EMT and EPG **will be** convened and the EOC **will be** activated.

## 4.3 Incident Management System

These procedures are guided by the Ontario Incident Management System (IMS), which outlines the structure and major functions that must be carried out when responding to a level 2 or 3 emergency.



- **Command (green)** – co-ordinating and directing the response, ensuring responder safety and ensuring achievement of objectives;
- **Operations (red)** – co-ordinating and supporting response at the scene, based on immediate needs and incident action plans (IAPs);
- **Planning (blue)** – collecting and analyzing information, conducting long-range planning and documenting IAPs;
- **Logistics (yellow)** - obtaining essential resources to support response;
- **Finance and Administration (grey)** – managing and tracking costs and procurement associated with the response; and
- **Communications (purple)** – developing, co-ordinating and disseminating information and communications related to the emergency.

#### 4.4 Emergency Response Structure and Functions

##### a. Emergency Policy Group (EPG)

The President (or designate) is the EPG Chair.

The EPG is responsible for providing overall strategic policy direction to manage the economic, legal and social impacts of an emergency on the University.

In a level 2 emergency, the EPG may be activated and liaises with the EMT leader. In a level 3 emergency, the EPG will be activated and liaises with the EOC director.

Depending on the nature of an emergency, additional members may be added. However, the core members of the EPG are the following (or their designates):

- president (EPG chair)
- provost and vice-president academic
- vice-president finance and administration
- vice-president advancement
- vice-president equity, people and culture
- vice-president research and innovation
- vice-provost students
- University secretary
- general counsel
- chief communications and marketing officer

Every member of the EPG is responsible for pre-identifying a designate who can assume their responsibilities should they be absent during an emergency.

## **b. Site Incident Command**

The incident commander is the person who assumes responsibility for coordinating the emergency response at the site of an incident. Normally, the first responder becomes the incident commander. As an incident progresses, the incident commander position may be transferred to another appropriate person. Only one person exercises command of the incident at any one time.

The incident commander's responsibilities include:

- establishing command and a command post (i.e. a location where the incident commander role is carried out. It should be located outside the hazard zone but be close enough to maintain command);
- establishing objectives for managing the emergency at the site;
- implementing the strategy established for meeting the objectives;
- ensuring that required resources are acquired, coordinated and deployed;
- maintaining a communication link with the EMT leader/ EOC director, once activated;
- demobilizing resources when they are no longer required;
- providing necessary briefings/de-briefings; and
- assisting in the development of an after-action report.

## **c. Emergency Management Team (EMT)**

The EMT operates under the direction of the EPG. It **may be** activated in a level 2 emergency and **will be** activated in a level 3 emergency.

The EMT leader is the executive director community safety (or designate) unless otherwise directed by the VPFA.

The EMT leader is responsible for convening the EMT to coordinate all aspects of the University's response to an emergency.

The EMT is responsible for:

- implementing the EPG's directions;
- supporting the incident commander and site personnel;
- maintaining continuity of the University academic, research and administrative functions to the extent possible outside of the emergency incident site;
- obtaining and coordinating resources, services and supports as needed to effectively respond to and recover from an emergency; and
- developing, coordinating and disseminating internal and external information and communications.

Every EMT member is responsible for pre-identifying designates who can assume the member's responsibilities should they be absent during an emergency.

Depending on the emergency, the EMT may include representatives, such as the following:

- assistant vice-president facilities services
- assistant vice-president finance and chief financial officer
- assistant vice-president human resources
- assistant vice-president labour relations
- chief information officer
- director health safety and employee well-being
- director housing services and/or residence life
- director media relations
- director risk management
- director security services
- executive director ancillary services
- executive director(s) division of student services
- manager emergency preparedness
- senior executive officer academic administration
- University registrar

When the EOC is activated the EMT leader will act as the EOC director, and EMT members may convene in the EOC.

#### **d. Emergency Operations Centre (EOC) Command Staff**

The EOC is activated by the vice-president finance and administration (VPFA), on the advice of the executive director community safety (or designate). The VPFA also assigns the EOC director.

EOC Command staff consist of the following positions:

##### **i. Emergency Operations Centre Director**

The EOC director is the executive director community safety (or designate) unless otherwise directed by the VPFA.

The EOC director is responsible for all incident activities, including:

- ensuring the VPFA is notified of the emergency;
- liaising with the incident commander and EPG and approving the IAP;
- managing the EOC (e.g. ensuring required positions are filled);
- determining what sections are needed and assigning section chiefs;
- ensuring that section chiefs are staffing their sections, as required;

- designating the geographical boundaries of an emergency area;
- setting out priorities and objectives for each operational period and ensuring that they are carried out;
- authorizing extraordinary expenditures of funds during the emergency;
- confirming the adequacy of expenditure limits (in purchasing by-law);
- approving information that the Emergency Information Officer releases;
- recommending to the VPFA and/or EPG to terminate the emergency response and that the University implement its recovery plan; and
- arranging debriefings and developing an after-action report.

## ii. **Safety Officer**

The safety officer monitors safety conditions, develops health and safety measures, and is tasked with creating systems and procedures related to the overall health and safety of all incident responders. Responsibilities include:

- working closely with Planning, Operations, Logistics and Communications to ensure incident responders and staff are as safe as possible under the circumstances;
- reviewing the IAP to identify health and safety concerns and providing overall safety authorization for operational activities prior to implementation;
- providing advice to the EMT regarding preventive and protective actions, personal protective equipment requirements, exposure risks (physical, chemical, biological, electrical, radioactive, etc.) and recommended protective strategies;
- providing psychosocial supports to employees, as required; and
- altering, suspending or terminating any activities deemed hazardous.

## iii. **Emergency Information Officer**

The emergency information officer co-ordinates internal and external communications. The EMT leader or EOC director must approve all information the emergency information officer releases. Responsibilities include:

- advising the EMT leader or EOC director on issues related to communications, emergency information dissemination and media relations;
- informing the EMT leader or EOC director of relevant emergency information obtained from the community and media;
- ensuring there is a primary contact for anyone who requires information about the incident and response;
- coordinating with emergency information staff from other organizations to ensure that clear and consistent information is issued;



- establishing an Emergency Information Centre or media area and key messages for spokespersons and media products; and
- arranging media interviews and/or briefings.

#### **iv. Liaison Officer**

The liaison officer is the primary contact for external incident management support partners. Responsibilities include:

- advising the EMT leader or EOC director of issues related to outside assistance;
- maintaining and updating a list of supporting partners;
- providing briefings to partner representatives about the operation; and
- in conjunction with the EOC director, debriefing with EOC personnel and appropriate organizations and preparing an after-action report.

#### **v. Scribe**

During an emergency or emergency exercise, all participants and EOC members must maintain logs of actions taken and decisions made. Scribe staff are assigned to maintain summary logs.

#### **vi. Subject Matter Experts or Specialists**

Depending on the nature of an emergency, other subject matter experts or specialists may be asked to join as EOC Command staff.

### **e. Emergency Operations Centre (EOC) General Staff**

EOC General staff are organized under the following sections:

#### **i. Operations Section**

The operations section is responsible for all tactical incident operations, including:

- implementing the IAP;
- organizing and assigning the emergency resources;
- maintaining direct contact with the site(s) and supporting the overall site response;
- gathering current situation information from the site and sharing it with other sections of the EOC, as appropriate;
- coordinating emergency resources requested from the site; and
- directing deployment of all EOC-issued resources to the incident commander.

## **ii. Planning Section**

The planning section is responsible for collecting, evaluating and disseminating operational information related to the incident, including:

- preparing the IAP;
- maintaining information on the current situation, the forecasted situation and the status of resources assigned to the incident;
- tracking the status of EOC-issued resources;
- maintaining all EOC documentation;
- conducting planning activities and making recommendations for action;
- obtaining technical experts for the EOC, as required;
- planning for EOC demobilization of personnel and resources; and
- facilitating the transition to the recovery phase.

## **iii. Logistics Section**

The logistics section is responsible for supporting the logistics-related portion of the IAP and acquiring facilities, services and resources in support of the emergency, which can include personnel, facilities, equipment, supplies, technology, telecommunications and transportation. This will include:

- obtaining, maintaining and accounting for essential personnel, equipment, supplies and services beyond those immediately accessible to Operations; and
- when needed, contacting external partners to assist in providing resources and services that are not available through the University.

## **iv. Finance and Administration Section**

The finance and administration section is responsible for supporting an incident through cost analysis and ensuring compliance with financial policies and procedures, including:

- monitoring the expenditure process, and response and recovery costs;
- coordinating claims and compensation;
- tracking and reporting on personnel time;
- developing service agreements and/or contracts; and
- overseeing the purchasing and procurement processes.

## **v. Communications Section**

The communications section is responsible for developing, coordinating and disseminating information and communications to ensure timely, accurate accessible and consistent messaging internally to the University community and externally to the public.

Depending on the nature of an emergency, different types of messages may be issued:

- to alert the York University community about the emergency (e.g. statements from administration);
- to inform York University community about what steps they should take to respond to the emergency (e.g. evacuate a building or avoid a certain part of campus);
- to inform the York University community and the public about what steps the University is taking to respond to the emergency and to restore normal operations (e.g. through regular status updates); and
- to correct misinformation as required (e.g. through social media responses and public statements).

Internal messaging will be issued to students, staff and faculty through the Community Safety Department's emergency notification system. External statements and communications will be issued by Communications and Public Affairs Media Relations:

- In a level 1 emergency, the Community Safety Department emergency notification system **may** be used to communicate internally to affected community members.
- In a level 2 emergency, the Community Safety Department emergency notification system **will** be used to communicate internally to community members. Communications and Public Affairs Media Relations **may** provide external statements.
- In a level 3 emergency, the Community Safety Department emergency notification system **will** be used to communicate internally to community members. Communications and Public Affairs Media Relations **will** provide external statements.

Emergency communications will be carried out only by designated persons using official channels.

All emergency communications products and key messages will be created in consultation with, and are subject to the approval of the EMT leader/EOC director (or designate) and, when the incident permits, with the approval of the EPG.

## **5. Roles and Responsibilities**

### **5.1. Vice-President Finance and Administration**

Emergency response on campus operates under the authority of the VPFA, on behalf of the University Board of Governors.

The VPFA is responsible for:

- declaring an emergency;
- consulting with the University Chair of Senate and provost on the need to cancel and/or suspend academic activities, as necessary; and
- activating the EOC and assigning the EOC director.

## **5.2. Executive Director, Community Safety Department**

The executive director community safety (or designate) is responsible for:

- recommending to the VPFA declaration of an emergency;
- convening the EMT and assuming the role of EMT leader;
- overseeing the IAP process and approval; and
- assuming the role of EOC director, in the event the EOC is activated by the VPFA.

Under the direction of the executive director, the Community Safety Department is responsible for maintaining a current confidential contact list for all EOC and EPG personnel and support agencies.

## **5.3. University Divisions**

Each division of the University is responsible for developing and maintaining continuity of operations plans that outline how the division will fulfil its responsibilities during an emergency. Each division of the University is also responsible for designating a member of its staff:

- to periodically review and update the plans as needed;
- to maintain an up-to-date confidential contact list of all personnel within the division for use in conjunction with these procedures; and
- to forward the list and any updates to the Community Safety Department.

## **5.4. External Partners**

Depending on the nature of an emergency, the University may occasionally request support from external partners with specialized knowledge, expertise and resources to help respond to an emergency, to attend the emergency site and/or EOC or to provide information, advice or aid to the EMT.

External partners may include, but are not limited to, the following:

- fire services
- GO Transit Service
- Hydro One

- municipal, provincial and federal departments
- non-governmental organizations
- paramedic services
- police services
- private sector partners and vendors
- public health services
- transit services

Requests for government support are made to the following:

- Toronto Office of Emergency Management, if municipal support is required;
- Office of the Fire Marshal and Emergency Management through the Provincial EOC, if provincial support is required; and
- Provincial EOC (which liaises with the federal Government Operations Centre), if federal support is required.

### **5.5. Individuals Listed in the Community Safety Department Contact List**

Individuals listed on the Community Safety Department's contact list for all EOC and EPG personnel and support agencies must immediately notify the department of any changes needed.

## **6. Review**

These procedures will be reviewed annually by the Community Safety Department, in consultation with the Emergency Preparedness Advisory Committee. However, minor administrative or housekeeping changes may be made by the department at any time.

The review of these procedures will be informed by any emergency exercises and debriefing meetings held after level 2 or level 3 emergencies that occur during the year.

## **7. Distribution**

These procedures will be posted publicly on the Community Safety Department's website. They will also be distributed to employees who have a direct involvement in the University's emergency response procedures.

|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Legislative history:</b>                         | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Date of next review:</b>                         | April 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Policies superseded by this policy:</b>          | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Related policies, procedures and guidelines:</b> | <p>Class Cancellation Policy</p> <p>Emergency Management Policy</p> <p>Firearms and Weapons Procedures</p> <p>Information Security Classification Procedures</p> <p>Information Security Policy</p> <p>Network Security and Management Guidelines and Procedures</p> <p>Senate Policy on the Academic Implications of Disruptions or Cessations of University Business Due to Labour Disputes or Other Causes</p> <p>Weather Emergency Response Procedures</p> |

## **Appendix A: Potential Hazards the University May Encounter**

York University may encounter a range of potential hazards, which need to be considered when developing procedures and plans for preventing, mitigating, responding to and recovering from emergencies, including the following:

### **A. Environmental**

- earthquake
- extreme cold
- extreme heat
- fire
- flood
- high wind
- thunderstorm
- tornado
- winter weather (e.g. blizzard, snowstorm, hail or freezing rain)

### **B. Hazardous Materials**

- off-site (e.g. fixed or transport)
- on-site

### **C. Human Health**

- epidemic (e.g. infectious disease)
- food (e.g. contamination)
- water (e.g. quality)

### **D. Public Safety**

- active threat (e.g. planned or unplanned acts of violence)
- civil disorder
- cyber attack

### **E. Structural**

- explosion
- structure failure

### **F. Supply and Distribution**

- communications failure
- electrical energy failure
- water or wastewater disruption

### **G. Transportation**

- air
- public transit
- road and highway