Emergency Response Plan

March 24, 2020

Contents

1. Introduction

1.1. Purpose

The health and safety of students, staff, faculty and visitors, as well as the protection of the property and environment are integral to University of Manitoba operations and reputation. The purpose of the Emergency Response Plan (ERP) is to ensure the University is prepared to respond to a wide range of incidents and emergencies in a coordinated, effective and timely manner. The ERP is designed to guide actions, decision making, communication and overall coordination of a response.

1.2. Objectives

In accordance with the Emergency Management Program Policy, the University takes a comprehensive all hazards approach to natural and human caused emergency events. Specific plan objectives are:

- To serve as an instructive guiding reference for designated Emergency Response Team (ERT) members.
- To articulate roles, responsibilities and processes required for effective response.
- Assist in ensuring efficient and accurate communications internally and externally.

1.3. Scope

The ERP applies to all campuses, departments and faculties. It is designed to be used in conjunction with, and is supported by:

- Emergency Management Program Policy
- The Emergency Quick Reference Guide
- Security Services Standard Operating Procedures (SOPs)
- IT Disaster Recovery Plan
- Crisis Communications Plan
- Continuity of Operations Plans and other contingency protocols (i.e. Labour Disruption, Pandemic Guidelines)
- ERT Procedure Toolkit

2. Response Team Structure, Roles and Responsibilities

2.1. General

The information below provides an overview of the University's emergency response teams and general responsibilities for responding to incidents, emergencies and disasters.

In most instances Security Services will receive notification of an incident. Base on the incident type, Security Services will contact the appropriate ERT member, who will have the primary responsibility for coordinating the initial response, and shall lead the University's response efforts.

Specific names and contact information is found in the Emergency Contact List. This list contains confidential information and for easy of management and maintenance is held separately from the ERP. Security Services is responsible for updating, managing and distributing the Emergency Contact List.

2.2. Emergency Response Team (ERT)

Team Members (or Designates)	Team Responsibilities	Supporting Documentation
Chief Risk Officer-Lead Director, Environmental Health & Safety Director Security Services Risk Management Associate Director of Operations and Maintenance Executive Director Public Affairs Other specialists as required	• Primary response and recovery team for all incidents, emergencies and disasters • Members fill role of Emergency Response Manager and related on-call duties • Upon occurrence of incident, provide initial response, stabilize situation, and communicate with Security Service Station Duty • Initial focus is on protecting the safety of people, property and the environment • Assess severity and impact of incidents and determine appropriate Incident Tier • Provide incident response on-scene • Distribution of critical information and notifications • Act as the central hub for planning, decisions, communication, coordination and support activities • Fill the positions of Incident Command System (ICS) Sections Heads as required and when ICS is activated • Conducting appropriate data collection and reporting. • Serve as a liaison with the municipal first responders	Emergency Response Plan Emergency Response Team Process Sheet

2.3. Subject Matter Expert (SME) Support

Depending on the type of incident, scope and impact additional support may be required from Subject Matter Experts (SMEs). SMEs will normally be Directors/Deans who are not permanent members of the ERT but may be called upon in case of a situation which requires their expertise, or specifically impacts their area of the University.

SMEs will work with, and take direction from, the ERT Lead.

2.4. Crisis Management Team (CMT)

Team Members	Team Responsibilities	Supporting Documentation
Members of the President`s Executive Team and selected specialists (ie: legal, finance, communications etc.)	• VP Administration is CMT Lead • Provide strategic direction and policy interpretation for the University • Provide leadership, strategic direction and support to the ERT • Communicate with senior levels of government and provide spokesperson to media as required • Keep the President, Board of Governors and other Senior Administration informed	Emergency Response Plan

2.5. Crisis Communications Team

Team Members	Team Responsibilities	Supporting Documentation
Executive Director Public Affairs – Lead Communications specialists	• Communications to the University and to the public • Advise ERT on issues related to media/public emergency information dissemination and media relations • Media and social media monitoring and response • Establishing, approving and conveying key messages	Crisis Communications Plan

2.6. Risk Management and Emergency Planning Committee

The Risk Management and Emergency Planning Committee is chaired by the Chief Risk Officer is the University body that coordinates and oversees emergency management activities. The Risk Management and Emergency Planning Committee does not become involved in response or recovery operations and is strictly an administrative and governance body.

3. Response

3.1. Response Levels

Events with different characteristics, impact and severity will require different levels of response and coordination. Events are divided into Tiers to assist with determining the appropriate response. The tables below are designed to be a guide for assessing Tiers and associated actions.

Tier 1 – Incident		
A moderately disruptive event, resolved with routine response measures and managed internally, with possible external assistance.		
Characteristics and Risks	**Examples**	**Response Guidelines**
• ERT and internal responders have the required capacity and resources to manage the incident • Low risk of the situation escalating and no serious injuries • Expected duration of response is less than two (2) hours • Limited damage to campus infrastructure • Risk of disruption to course delivery is less than four (4) hours • Limited risk to university reputation • Limited or no risk of media interest or media on site	• Bomb Threat • Flood affecting a minor portion of a building • Minor bio hazardous or chemical spill in a lab • Isolated fire in building • Non-fatal accident on campus • Loss of utilities in building(s) for less than 2 hours	• Managed by ERT and standard response procedures • No EOC activation • CMT is informed but no action required

Tier 2 – Emergency		
A disruptive or major event, capable of being managed by the ERT and internal responders with assistance of external agencies.		
Characteristics and Risks	**Examples**	**Response Guidelines**
• Event may require multi-agency or multi-departmental coordination • Serious injuries or fatalities • May require assistance from external emergency response agencies (fire, police, EMS) • Expected duration of response is between two (2) and six (6) hours • Risk of disruption to course delivery four (4) to eight (8) hours • Potential risk to University reputation with both internal and external stakeholders • Media interest	• Large fire or explosion • Loss of utilities for greater than 2 hours • Threat of violent act on campus • Natural disasters which cause minor damage to a facility • Potential student unrest • Suicide on campus • Fraud or privacy breach	• ERT is fully engaged • EOC may be activated (partial or full activation) • Crisis Communications Team is activated (partial or full activation) • CMT is engaged and provides direction as required • ICS may be implemented

Tier 3 – Disaster		
A significant event with severe impact on University operations and requires considerable external assistance and coordination to manage.		
Characteristics and Risks	**Examples**	**Response Guidelines**
• Situation is beyond the capacity of University response capability • Multiple serious injuries or fatalities • Significant assistance from external emergency response agencies (fire, police, EMS) is requires • Expected duration of response is greater than six (6) hours • Risk of disruption to course delivery greater than eight (8) hours • Risk to University reputation with both internal and external stakeholders • Significant media interest or media is on site	• Large fire or explosion • Loss of utilities for greater than 2 hours or where and health and safety or research material is at risk • Shooting or violent act on campus • Natural disasters which cause serious damage to facilities • Student unrest with potential for violence or property damage • Pandemic	• First Responders are fully engaged • EOC is activated • Crisis Communications Team is activated • CMT is activated and fully engaged • ICS is implemented

3.2. Decision Action Cycle

Regardless of the type of incident or level of response the same basic Decision Action Cycle will occur. If all involved in response go through and repeat the Decision Action Cycle outlined below response and recovery will be efficient and effective.
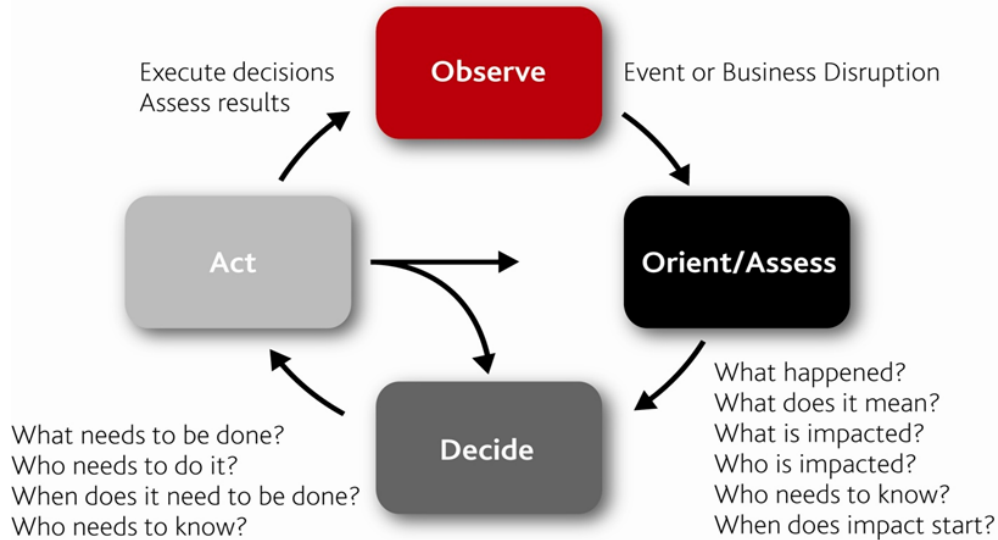
Gather Information	What do we know? What do we not know?
Assess the situation	What appears to have happened? Potential causes/reasons. Impacts (both known and likely). Expected duration.
Set Response Goals	What do we want to occur? What are the concerns? What are stakeholder concerns? Which additional plans require activation?
Determine Priorities and Actions	What is most important? Why is it important? What needs to be done? Who should implement? By when?
Communications	Who currently knows? Who needs to be informed and in what timeframe? What is the message (what do groups need to know)? Who needs to deliver the message?
Develop the Incident Action Plan	Assign tasks Coordinate resources
Track Actions/Priorities	Are the actions being accomplished?
Frequently Revisit Response Goals and Priorities and Assess if Actions are successful	What has been accomplished? What has changed? Why has it changed? What needs to be done?

3.3. Response Flow and Actions

The table below outlines general response actions and flow. Each situation will be different, however the general actions and flow will remain the same.

#	Situation	Action
1	Incident occurs or alarm is triggered	Security Services notified and dispatches patrol, first responders as appropriate.
2	Security Services/First Responders on scene	Conduct scene survey and assess overall situation, ensuring that safety of life, property and the protection of the environment are the priority
3	Security Services contacts appropriate personnel	Security Services contacts: • 911 (if not already notified) • Emergency Response Team (ERT) member
4	Appropriate ERT member assumes role of Incident Commander	• Assess situation and begins Decision Action Cycle • Initiates appropriate action (completing the Emergency Response Team Process Sheet – see Appendix A) • Based on assessment of the situation the Incident Commander notifies other members of the ERT and, in consultation with ERT Lead, determines Response Level
5	ERT activated	• Confirm Response Level • Ensure University Service Units, Stakeholders and relevant Outside Agencies have been contacted (as per Emergency Response Team process sheet) • Establish communications with on scene response lead • Contacts VP Administration and establishes communications with CMT
6	CMT informed and/or activated	• VP Administration notifies other CMT members and acts as the communications conduit for information flow, updates and decisions between CMT and ERT Lead • CMT executes responsibilities listed in para 2.4
7	Response Cycle(s)	• Continuous repetition of the Decision Action Cycle • Regular response cycle (see Appendix B for Meeting Agenda) • Develop Incident Action Plan (see Appendix C for Plan Template)

3.3.1. Emergency Response for all Students, Staff, Faculty and Visitors

Emergency response procedures for all members of the campus community are documented in the Emergency Response Quick Reference Guide and posted on the U of M website. These procedures are intended to protect the health and safety of individuals and apply to all personnel on a U of M campus. It is an individual responsibility to know the procedure and what they need to do in emergency situations.

3.3.2. Campus Closure, Building Closure and Class Cancellation

The decision for closing the University rests exclusively with the Office of the President, Vice-President (Administration).

The decision for closing a building on University property is contingent on the situation and the assessed risk to health and safety. The assessment and decision to close a building rests with the ERT Lead, in consultation with other ERT members, relevant Subject Matter Experts and other stakeholders. VP Administration will be notified as soon as is practicable that a building is closed.

Decisions regarding re-entry to closed buildings are based on the assessed risk to health and safety. General building re-entry criteria and guidelines are found at Appendix E.

3.4. Communications

3.4.1. Emergency Notification System

The University will use its multi-channel emergency notification system and other means to send emergency messages and updates. Communication channels are described in the Emergency Quick Reference Guide. The ENS will be the primary communication system for Tier 2 and Tier 3 events.

Communications channels and methods include:

- Emergency Web Page
- Email Messaging (All Staff and/or Students or Building Specific)
- SMS/Text Messaging
- Emergency (Red) Phones
- Voice Mail
- Cell Phone and Off-Campus Phones
- Emergency Towers - broadcasts outdoor messages and sirens
- Physical Plant Service Disruption Page

3.4.2. Conference Bridge

In the event that the ERT cannot convene in person, or as an emergency communication tool, the team should call into the conference bridge number listed below.

Number	TBD
Participant Code	TBD
PIN	TBD
Conference Bridge Owner	Risk Management

3.4.3. External Communications and Messaging

The Executive Director, Public Affairs is responsible for preparing and releasing public announcements and statements. Message content and accurate details regarding the situation will be provided by the ERT. The Executive Director, Public Affairs will receive guidance and direction from VP Administration and other CMT members.

The Executive Director Public Affairs, or designate, will serve as the authorized spokesperson for the University to the media and the public.

3.5. Emergency Operations Centres

The designated Emergency Operations Centres (EOCs) serve as an established and recognized location for the ERT to coordinate the management of resources, personnel and information during response and recovery.

If the rooms listed in this plan are not available the Incident Commander will identify a room that is appropriate geographically and that is equipped with the appropriate technology.

Emergency Operations Centre – Fort Gary Campus

Location	University of Manitoba Security Service/Welcome Centre Boardroom
Address	423 University Crescent

Emergency Operations Centre – Fort Gary Campus

Location	E1-270 Alan A. Borger Senior Executive Conference Room
Address	Engineer & Information Technology Complex (EITC)

Emergency Operations Centre – Bannatyne Campus

Location	Room 204 Brodie Centre
Address	727 McDermot Avenue, Winnipeg

Emergency Operations Centre – Bannatyne Campus

Location	Room 141 Apotex Centre
Address	750 McDermot Avenue, Winnipeg

3.6. De-activation/Return to Normal Operations

After the ERT is activated and the University is oriented into response mode, there will be a period when the ERT Lead will identify the emergency is under control and operations may return to normal.

The ERT will contract according to the needs of the incident, provided that ERT members have provided a briefing and completed all necessary tasks and reports before being dismissed.

At this point, the University is considered to have resumed normal operations and the CMT will be in a position to make an official announcement to internal and external stakeholders that operations are back to normal.

4. Incident Command System (ICS)

Depending on the size, and complexity of the incident the U of M may implement the Incident Command System (ICS). ICS will normally be used to manage complex incidents that are high impact in nature, require extensive coordination of different departments and external agencies and are expected to be long in duration.

ICS is based on five (5) sections:

- Command
- Operations
- Planning
- Logistics
- Finance/Administration

Each Section will have an assigned Chief who shall be responsible for their respective section's response activities as well as reporting to the Incident Manager (who is the Command Section Chief).

Command Section	
The Command Section is responsible for leadership, coordination and direction to the rest of the responding elements.	
Key Positions	**Responsibilities**
Incident Commander	• Overall leadership and coordination of response and recovery operations • Set priorities for overall response/recovery effort and ensure that appropriate action plans are developed and implemented • Update CMT and carry out functions to support CMT decisions • Lead all activities in the EOC and coordinate actions of the ICS Sections
Deputy Commander	• Assume role of Incident Commander Director in his/her absence • Oversee functioning of EOC facility and ensure it is equipped and functioning
Liaison Officer	• Act as a point of contact for external agency representatives.

	• Maintain a list of assisting and cooperating agencies and external agency representatives.
	• Assist in setting up and coordinating interagency contacts.
	• Participate in planning meetings, providing current resource status, including limitations and capabilities of external agency resources.
Communications Officer	• Manage strategic communications during emergency situations.
	• Communicate with employees, students, public, government agencies and media on behalf of the University.
	• Determine, according to direction from Incident Commander and CMT any limits on information release.
	• Arrange for tours and other interviews or briefings that may be required.
	• Monitor and forward media and social media information

Command Section Chief Action Checklist

✓ Mobilize appropriate staff for initial activation.
✓ Establish and maintain control of the Emergency Operations Centre (EOC).
✓ Establish communication with CMT. Inform CMT when EOC is operational.
✓ Establish the appropriate staffing level for the ICS Sections and continuously monitor organizational effectiveness.
✓ Establish and lead the response cycle and corresponding briefing cycle meetings.
✓ Direct evaluation of long term effects of the incident on the University.
✓ Review all Incident Action Plans and operational activities with respect to risk to the University (life safety, environment, assets, finance, reputation, legal, stakeholder, liability, security, etc.)
✓ Maintain communication with the CMT.
✓ Ensure written and/or electronic records of all activities are maintained.
✓ Lead post-incident debriefings.

Operations Section

The Operations Section is responsible for the immediate tactical actions and implementing the Incident Action Plan.

Key Positions	Responsibilities
Operations Section Chief	• Lead Operations Section
	• Supervise execution of tactical operations and actions
	• Maintain close contact with Incident Commander and on scene response team

Operations Section Chief Action Checklist

✓ Ongoing assessment of tactical actions and response progress.
✓ Participate in planning sessions.
✓ Ensure appropriate staffing and relief for Operations Section.
✓ Breakdown elements from the Incident Action Plan and assign tasks to Ops members.
✓ Communicate with the on scene response team and provide situation and resources information to the Command Section and Planning Section.
✓ Coordinate the activities of on scene response team.
✓ Participate the response cycle and corresponding briefing cycle meetings.
✓ Ensure written and/or electronic records of all activities are maintained.
✓ Participate in post-incident debriefings.

Planning Section	
The Planning Section is responsible for longer term planning as well as gathering, assimilating, analyzing and processing information needed for effective decision making.	
Key Positions	**Responsibilities**
Planning Section Chief	• Lead Planning Section and provide planning services • Collect and manage all incident-relevant operational data • Supervise plan preparation • Conduct and facilitate planning meetings • Oversee preparation of the Demobilization Plan
Planning Section Chief Action Checklist	
✓ Ensure appropriate staffing and relief for Planning Section. ✓ Collect situation and resource status information, evaluate it, and processes the information for use in developing action plans. ✓ Breakdown planning issues from Incident Action Plan into tasks and assign to members as required. ✓ Track longer term priorities and assign resources. ✓ Establish information requirements and reporting schedules. ✓ Determine need for specialized resources. ✓ Develop plans. ✓ Participate the response cycle and corresponding briefing cycle meetings. ✓ Ensure written and/or electronic records of all activities are maintained. ✓ Participate in post-incident debriefings.	

Logistics Section	
The Logistics Section compiles, tracks and delivers resources necessary for response. This includes physical resources, equipment, food and supplies.	
Key Positions	**Responsibilities**
Log Logistics Section Chief	• Lead Logistics Section • Provide all facilities, transportation, communications, supplies, equipment maintenance and fueling, food and medical services for personnel • Provide logistical input to planning • Oversee demobilization of the Logistics Section and associated resources
Logistics Section Chief Action Checklist	
✓ Ensure appropriate staffing and relief for Logistics Section. ✓ Establish system to manage all and track all logistics resources. ✓ Breakdown Logistics issues from Action Plan into tasks and assign to section members. ✓ Identify anticipated and known incident service and support requirements. ✓ Request additional resources as needed. ✓ Participate planning and response cycle briefings and meetings. ✓ Ensure written and/or electronic records of all activities are maintained. ✓ Participate in post-incident debriefings.	

Finance and Administration Section	
The Finance and Administration Section provides financial and cost analysis support for the incident response as well as any specific human resource requirements or management support.	
Key Positions	**Responsibilities**
Finance and Admin Section Chief	- Lead Finance and Administration Section - Overall responsibility for all financial and administrative aspects of the emergency, including cost tracking - Provide financial and cost analysis information as requested. - Assess and manage financial, insurance and risk issues for the incident

Finance and Admin Section Chief Action Checklist
✓ Ensure appropriate staffing and relief for Logistics Section.
✓ Participate in planning sessions
✓ Breakdown issues from Action Plan into tasks and assign to section members
✓ Ensure that financial and claims records for all organizations centre are maintained.
✓ Manage and track all time and costs associated with the response and recovery
✓ Ensure that personnel time records are completed accurately.
✓ Participate the response cycle and corresponding briefing cycle meetings.
✓ Ensure written and/or electronic records of all activities are maintained.
✓ Participate in post-incident debriefings.

EMERGENCY RESPONSE TEAM PROCESS SHEET

ERT MEMBER: _____

Date and Time of Incident: _____

Date and Time Contacted: _____

Date and Time on Scene: _____

Location of Incident: _____

Event Type: _____

Response Level: TIER 1 (Incident)   TIER 2 (Emergency)   TIER 3 (Disaster)

Possibility of Escalation: LOW   MEDIUM   HIGH

Initial Notification Sent _____ (Attach Copy)

MITEL ENS Sent   (YES / NO) (Attach Report)

Notification Updates (YES / NO) Number of Updates _____ (Attach Copies)

Possible Business Impacts: (IF YES TO ANY BELOW SEE NOTES PAGES 2 + 3)

Impact(s) Requiring Physical Plant Response   YES   NO

Impact(s) to Faculty/Staff   YES   NO

Impact(s) to Students and / or classrooms   YES   NO

Outside Agencies Contacted:

EMO		Man Hydro		WS&H		EFAP		Bell MTS	
WFPS		WFD		WPS (911)		WPS (Invest.)		RCMP	
Transit		Elevator		Pub. Works		Other:			

Business Impact(s) Requiring Physical Plant Response:

- After initial email fan-out (G-50), personally notify the Director O & M and in consultation with the Director determine:
  - Is the AVP (Administration) to be personally notified?
  - Is an additional assistance required?
  - Is an EOC (Real or Virtual) required?
- Determine the scope the operational problem ensuring that there are no impacts to either Faculty/Staff or Students and/or classrooms.
  - If there are impacts see next sections as required.
- Ensure impacted area is safe for Physical Plant response, if not;
  - Notify appropriate external agencies for assistance if not already notified.
  - Determine if a **Mitel ENS** message should be sent.
- Once an action plan is in place and after consulting with the Director O & M, issue an update.
- Utilize Building Email Contact list (outside regular business hours only).
- Utilize Emergency Contact List to notify building occupants if appropriate.
  - Is additional assistance required?
- Monitor the situation and provide notification updates as required.
- **If buildings were closed ensure that all stakeholders are aware of the Building Re-Entry Assessment Requirements (Appendix E of the ERP).**

Business Impacts to Faculty/Staff:

- After the initial email fan-out (G-50), detailing the impacts to faculty or staff, assess the need to personally notify:
  - VP (Administration)
  - AVP (Administration)
  - AVP (Human Resources) or designate
  - Executive Director MCO or designate
- Consider conference call with above group to discuss scope and timelines of the event impacts. Topics to discuss include:
  - **IS THERE A POSSIBILITY OF BUILDING CLOSURES?**
    - See Emergency Response Plan.
    - **Determine absolute deadline for building closure notification.**
    - Determine if a **Mitel ENS** message should be sent.
    - If so refer impacted personnel to Building Disruption site for updates/FAQs.
  - Is an EOC (Real or Virtual) required?
  - Is an additional assistance required?

  (For University Closure see Emergency Response Plan)

- Discuss with stakeholders communications strategy to faculty and staff.
- Once an action plan is in place and after consulting with stakeholders issue an update.
- Utilize Building Email Contact list (outside regular business hours only).
- Utilize Emergency Contact List to notify building occupants if appropriate.
  - Is an additional assistance required?
- Monitor the situation and provide updates as required.
- **If buildings were closed ensure that all stakeholders are aware of the Building Re-Entry Assessment Requirements (Appendix E of the ERP).**

Business Impacts to Students and/or Classrooms:

- After the initial email fan-out (G-50) detailing the impacts to students and/or classrooms, assess the need to personally notify:
    - VP (Administration)
    - Provost & VP (Academic) or designate
    - AVP (Administration)
    - Registrar or designate
    - AVP (Human Resources) or designate
    - Executive Director MCO or designate
- Consider conference call with above group to discuss scope and timelines of the event impacts. Topics to discuss include:
    - **IS THERE A POSSIBILTY OF CLASS CANCELLATION?**
        - **Determine absolute deadline for class cancellation notification**
    - Is an EOC (Real or Virtual) required?
    - Is an additional assistance required?

    (For University Closure see Emergency Response Plan)

- Discuss with stakeholders communications strategy to students, faculty and staff.
- Once an action plan is in place and after consulting with stakeholders issue an update.
- Utilize Building Email Contact list (outside regular business hours only).
- Utilize Emergency Contact List to notify building occupants if appropriate.
    - Is an additional assistance required?
- Monitor the situation and provide updates as required.
- **If buildings were closed ensure that all stakeholders are aware of the Building Re-Entry Assessment Requirements (Appendix E of the ERP).**

Other Notification Considerations:

Safety: YES   NO   (If Yes, personally notify Director, Risk Management)
- Is area secure?
- Determine if a **Mitel ENS** message should be sent.
- Notify appropriate external agencies for assistance if not already notified.
- Personally notify Executive Director, MCO.

Security: YES   NO   (If Yes, personally notify Director, Security Service)
- Is area secure?
- Determine if a **Mitel ENS** message should be sent.
- Notify appropriate external agencies for assistance if not already notified.
- Personally notify Executive Director MCO.
- Staff or Student death
    - See Staff / Student Death Protocol

Residences: YES   NO   (If Yes, personally notify Director, Residence Services)
- In discussion with Director, determine if the Student Residences Emergency Protocol should be activated.
- Assist as required.

Colleges: YES   NO   (If Yes, personally notify emergency contact)
- Assist as required.

IST: YES   NO   (If Yes, personally notify the CIO)
- In the event of a Cyber-Breach contact the CRO or Director, Risk Management ASAP to initiate Cyber-Breach protocol.

Research: YES   NO   (If Yes, personally notify appropriate Emergency Contact)
- Check Emergency Contact Sheet for critical equipment list
- Is an additional assistance required?
- Utilize Building Email Contact list (outside regular business hours only).

SmartPark: YES   NO   (If Yes, personally notify the SmartPark Director)
- Assist as required.

Media/PR: YES   NO   (If Yes, personally notify Executive Director, MCO)
- Assist as required.

Legal: YES   NO   (If Yes, personally notify Director, General Counsel)
- Assist as required.

Finance: YES   NO   (If Yes, personally notify Comptroller)
- Assist as required.

EFAP: YES   NO

ERT EVENT CALL LOG

Name	Title	Date/Time	Spoke To	Attending	No Answer	Message Left

Appendix B: Response Cycle Meeting Agenda

Date:			Time:	
Location:				
Attendees:				

Item	Action
1	Take attendance, confirm on scene response team, confirm Incident Commander.
2	Initial Assessment of Incident or Update From Last Meeting • What appears to have happened? Or what actions have taken place since last meeting • Potential causes/reasons • Impacts (both known and likely) • Expected duration
3	Response Status • Has the incident been declared an emergency or critical incident? • What response is underway? • What people and groups are involved? • Likely implementation time and expected results
4	Develop Incident Action Plan or Confirm/Adjust Ongoing Actions • Is the plan or current response effective • Do efforts already underway require further human or material resources? • What further tasks need to be completed? • What human and material resources are needed or available? • Likely implementation time and expected results.
5	Communications Status: • Who currently knows? • Who needs to be informed? • What is the message (what do groups need to know)? • Who needs to deliver the message?
6	Summarize Next Steps • Who is required (primary and alternates)? • Who is responsible for execution? • Who is responsible for monitoring?
7	Establish Response Cycle and Set Next Meeting Time.

Appendix C: Incident Action Plan Template

Date/Time	*(Date and time of plan is development)*
Operational Period	*(Period of time scheduled for actions and tasks to be completed. Operational periods are typically 2 to 4 hours at the beginning of a response and then reviewed and adjusted through the life cycle of the incident. When focus becomes primarily on recovery operations the operating period can be a week or longer)*

Objectives and Tasks

Priorities and Objectives *(Priority items and objectives that need to be achieved)*	Required Tasks and Actions *(for each Priority Item and Objective list the specific tasks and actions required)*

Task Assignment and Tracking

Task (*taken from Tasks and Actions listed above*)	Assigned To *(Individual or ICS Section)*	Timeline for Completion	Comments

Logistic and Resource Requirements

Resource	Quantity	Source(s)	Comments

Appendix D: Post Incident Review Process (De-Brief)

The session should include the key participants who were involved in the response and follow a basic five (5) step process as outlined below.

Step	Details
Step 1 – Introduction, Aim and Objectives	• The aim of the Incident Review is to improve the overall incident response process • The objectives are to identify those areas that went well and should be re-enforced and sustained for future incidents, to identify opportunities for improvement, and to develop an action plan • All attendees must understand that it is not a session to "place blame" or simply identify what went wrong or right • The session must arrive at concrete actions that will take place in order to drive continuous improvement
Step 2 – Review of Activation	• Walk through the sequence of events that led to plan activation • Specifically note the time from initial call to activation of the plan • Specifically review internal communication/coordination flow and efficiency • Identify and list 3 to 5 strengths and things that went well • Identify and list 3 to 5 areas that need to be improved • Identify actions and "how" improvement can be realized
Step 3 – Review of Response	• Walk through the sequence of events during the response • Specifically review the Response Cycle and Operations Centre operations • Specifically review internal communication/coordination flow and efficiency • Specifically review communication and coordination with stakeholders and the public • Specifically review the effectiveness of the plan documents • Identify and list 3 to 5 strengths and things that went well • Identify and list 3 to 5 areas that need to be improved • Identify actions and "how" improvement can be realized
Step 4 – Summary of Strengths and Opportunities for Improvement	• Summarize and document the main strengths and areas that should be sustained • Summarize and document the main opportunities for improvement
Step 5 – Create Action Plan	• Create an action plan for improvement • Assign specific tasks to people and expected completion dates • Set a meeting date to review progress on the action plan

Appendix E: Building Re-entry Assessment Requirements

If a University building has been closed due to health and safety risks it must not be re-entered until a complete building hazard and risk assessment is complete. Under the direction of the ERT Lead these assessments will be completed by certified professionals that normally include health and safety experts, facility managers, building engineers and other specialists as required.

The objective of the building hazard and risk assessment is to establish the usability of buildings and associated infrastructure where functions may be compromised by a hazard event. Priority is ensuring health and safety of building occupants.

The table below outlines the areas and items to be assessed and verified prior to a building being deemed ready for re-entry. If any type of health and safety risk is present the building should not be re-opened or entered.

Area	Assessment and Verification Items
EXTERIOR BUILDING	• Falling debris hazards • Neighbouring buildings or natural features such as trees which pose a hazard • Non-structural hazards such as chemical spills, power lines or gas leaks • Exterior building structure ie movement or cracking, displacement or foundation damage
INTERIOR BUILDING	• Fire or smoke damage • Interior contents damage • Interior structural damage • Water damage and presence of mold or mildew • Hazardous materials spill, leak or exposure • Air quality and bio-hazards
FIRE ALARM and SPRINKLER SYSTEMS	• Control panel and annunciator panels • Smoke and heat detectors • Pull stations • Sprinkler control valves, fire hose cabinets • Flow switches and interior standpipe connections • Sprinkler piping and sprinkler heads
BUILDING INFRASTRUCTURE	• Electrical systems • HVAC systems • Furnaces and boilers • Gas pipes • Water pipes, sump pumps, and sewer pipes

Appendix F: University of Manitoba Pandemic Guidelines

INTRODUCTION

This document is an appendix to the Emergency Response Plan and is aimed at providing guidance in the event of a pandemic.

PURPOSE AND SCOPE

This appendix is intended to provide specific preparatory information to enhance the University Emergency Response Plan in dealing with a pandemic outbreak of communicable infectious disease. The appendix includes:

• Expected conditions and impacts in the event of an infectious pandemic;

• Expected responses in an infectious pandemic.

GENERAL PLANNING ASSUMPTIONS

It is suspected the following assumptions may occur in an infectious pandemic:

• Substantial reduction in the workforce;

• Substantial reduction in student enrolment;

• Partial or complete closure of the University during the event;

• A local, provincial or federal state of emergency may be declared as a result of an infectious pandemic;

• Supply chain interruptions;

• Financial impacts.

PANDEMIC-BACKGROUND INFORMATION

Please refer to the following websites:

• Manitoba Health https://www.gov.mb.ca/health/publichealth/pandemic.html

• Public Health Agency of Canada https://www.canada.ca/en/public-health/services/flu-influenza/pandemic-plans.html

RESPONSIBILITES OF UNIVERSITY EMPLOYEES

University employees are expected to:

• Immediately contact their supervisor if they are experiencing signs and symptoms of illness;

• Follow the directions of their supervisor, including immediately departing campus.

In the event of a partial or complete closure of the University, employees are expected to:

• Report to their supervisors prior to leaving campus;

• Remain off-campus during the closure with the exception of critical service providers;

• Return to work when advised by their supervisor;

• Advise supervisors if they are not able to return to work due to illness.

RESPONSIBILITES OF UNIVERSITY STUDENTS

Students will follow instructions related to the pandemic event issued by various departments within Student Affairs, including University Health Services, the Registrar's Office, Student Life and Marketing Communications Office.

University students are expected to:

• Immediately contact their departmental office if they are experiencing signs and symptoms of illness;

• Follow the directions of their departmental office, including immediately departing campus.

In the event of a partial or complete closure of the University, students are expected to:

• Follow the directions of their departmental office;

• Remain off-campus during the closure;

• Return to classes when advised by the University;

• Advise their departmental office if they are not able to return to classes due to illness.

RESPONSIBILITES OF DEANS, DIRECTORS AND DEPARTMENT HEADS

Deans, Directors and Department Heads (DDD) are responsible for maintaining current Business Continuity Plans that would include provisions for long-term staff reductions.