
EMERGENCY PLAN



April 2019

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1. Plan Overview

This plan is organized as follows:

Section 2 – Priorities, Scope, and Assumptions describes the general structure of the Emergency Plan, including overall priorities and assumptions.

Section 3 – Incident Management System outlines, at a high level, the roles and responsibilities, structure, and lines of communication used in this plan.

Section 4 – Emergency Response Levels and Guides provide guidance for determining the level or severity of an incident, and links to pre-existing University of Winnipeg Emergency Response Guides. These are not included in the Emergency Plan for brevity.

Section 5 – Emergency Plan Activation Guide provides guidance to the requirement to activate the Emergency Operations Centre, and general process once activated.

Section 6 – Initial Incident Action Guide includes a checklist of initial and ongoing considerations in a level 2 or 3 incident.

Section 7 – Communications Plan outlines the high-level communications process for internal and external communications during and following an incident. This section includes protocols and pre-established messages.

Section 8 – Emergency Operations Centre Locations is a list of locations, physical and virtual, for the Emergency Operations Centre.

Section 9 – EOC Planning Meeting Agenda Guide provides a reference for considerations during EOC response planning meetings.

Section 10 – Hot wash and After-Action Review Guides provides references for consideration during initial Hot Wash reviews, and the After-Action Review process.

Communication information including phone and email contacts for individuals or groups, internal or external, are not included in this plan due to their propensity to change frequently. They will be stored and updated as Outlook contacts, grouped and shared so that key University staff have these available on their computers and cell phones.

2. Purpose

The Purpose of the University of Winnipeg's Emergency Plan is to outline the management structure, responsibilities, procedures, and guiding principles to assist the University of Winnipeg with coordinating the response to a non-routine incidents or emergencies.

Recognizing that every event, and each building is unique, this plan is focused on providing a flexible, scalable, and robust response guide to emergencies, with the assumption that other more slowly evolving emergency scenarios can be dealt with through the existing structure and processes.

2.1. Emergency Response Priorities

Emergency response priorities for the University of Winnipeg are:

1. Protect the life-safety and well-being of people:
 - Response personnel,
 - Faculty,
 - University staff,
 - Students,
 - Contractors, and
 - The general public.
2. Stabilizing the incident to:
 - Bring the situation to a point of order,
 - Determine the course of action,
 - Prevent the incident from expanding, and
 - Isolating the incident and controlling access.
3. Environmental Protection, by:
 - Neutralizing, confining, or containing hazardous materials from being released, and
 - Where practical, limit response efforts from adversely impacting the environment.
4. Protection of university property, including:
 - Facilities supporting emergency response efforts,
 - Facilities required for shelter and care of students and staff,
 - Facilities used for education and operation of the university
 - Critical university records, collections, and research.
5. Restoring critical services, facilities, education, and research.

2.2. Scope

The University of Winnipeg Emergency Plan covers all property owned and operated by the University, as well as the faculty, staff, students, and visitors on campus. It is designed to address natural and human made hazards that could impact the University and provides high-level guidance to respond to emergencies regardless of size, type, or complexity.

This plan is one part of a broader risk management program that includes a(n):

- Hazard and vulnerability assessment(s).
- Incident prevention programs and activities.

- Building Fire Safety and Evacuation Plans. 9
- Department specific response plans.
- Emergency preparedness program activities including other planning, training and exercises, such as Fire Safety Plans, Evacuation Plans, or department specific plans.
- Business continuity and resumption plans that outlines strategies and priorities for maintaining key and critical services during, and restoration after, an emergency or disaster.
- Business resumption plans that outlines strategies and priorities for recovery after a disaster.
- Other post emergency activities including incident and response reviews.

These other program elements are not covered in any detail to help with brevity and to provide focus on responding to a major emergency at the university.

This emergency plan supersedes all previous editions of the emergency plan.

2.3. Assumptions

The University of Winnipeg, its faculty, staff, students, and visitors are vulnerable to a number of hazards that can potentially impact university operations, cause physical damage, and risk life safety.

In the event of a “worst-case” scenario emergency, a number of factors / considerations may impact upon the management of an event. These may be inclusive of, but not limited to:

- Interruption of critical utilities, including water, electricity, natural gas.
- Interruption of communications including:
 - Campus radio systems,
 - Internet access,
 - Critical IT systems,
 - Cellular telephone,
 - Land line telephone.
- Transportation services and roads.
- Municipal services such as road clearing, transit, or garbage disposal.
- Contracted services and normal suppliers.
- University buildings, including residence halls may be damaged.
- Unsafe conditions, including structural damage and toxic environments may exist.
- Contact with family may be interrupted.
- People may become stranded at the university as unsafe conditions may prevent leaving.
- The university will need to conduct its own damage assessment, situation assessment, and deploy resources, using the Emergency Operation Centre
- Communications will be one of the highest priorities for the university.

Common emergency management principles are vital to coordinate communications, planning, and activities between internal and external responders and stakeholders. The University of Winnipeg Emergency Plan utilizes common emergency management phases, concepts, and principles, such as utilizing the common Disaster Management Process, illustrated below, and implementing an incident management system, described in Section 3.



The Disaster Management Process”
Marrion Consulting.

Source:

<http://www.marrionconsulting.com/wp-content/uploads/2012/03/Disaster-Manage-Process.png>

3. Incident Management System

A cornerstone principle of emergency management is utilizing an Incident Management System, which enables the structured coordination and communication with internal and external response groups and stakeholders.

Benefits include

- Establishing clear lines of authority, responsibility, and communications,
- Provides an orderly, systematic planning structure,
- Promotes efficient use of resources,
- Fosters cooperation and coordination with diverse disciplines and response agencies.

3.1. Emergency Organization

Executive Committee

The executive committee provides institutional decision-making during an emergency as well as overall strategic policy decisions that impact the university's ability to provide educational, research, and public services.

The Executive Committee consists of:

- President and Vice-Chancellor
- Provost and Vice-President, Academic
- Deputy Provost and Associate Vice-President Academic
- Vice-President, Finance and Administration
- Vice-President, Research and Innovation
- Associate Vice-President, Indigenous Affairs
- Senior Executive Officer – External Engagement
- Chief Human Resources Officer
- General Counsel

Executive Committee Liaison

The Executive Committee Liaison will provide a single point of coordination between the Executive Committee and EOC Coordinator to seek guidance and direction where decision authority exceeds that of the EOC.

This position will be provided by the Vice-President, Finance and Administration

Emergency Operation Center Coordinator

The Emergency Operations Centre (EOC) Coordinator has authority for all emergency activity including development, review, and implementation of decisions and site guidance. Guided primarily by the emergency plan and Department Representatives in the EOC, they keep senior administration informed of incident status, and receive strategic direction from the Executive Committee through the Executive Committee Liaison.

The EOC Coordinator is responsible for:

- Providing overall leadership for the incident response,
- Assessing the incident situation,

- Establishing the incident objectives,
- Developing the action plan,
- Activating the Emergency Plan, and Emergency Operations Centre if required,
- Authorizes the release of information to the public and general campus community,
- Reviewing and Approving requests for additional resources,
- Keeps Senior Administrators informed of incident status, and
- Administers the EOC.

The EOC Coordinator will generally be filled by the Manager, Disaster Recovery and Emergency Response (or designate)

However, depending on the nature of the event, the EOC Coordinator position may fall to:

- **Cyber Incidents:** Chief Information Officer (or designate)
- **Infrastructure specific events or failure:** Executive Director Facilities (or designate)

Safety and Health Officer

Working directly with the EOC Coordinator, this position monitors, evaluates, and recommends procedures for all response activities for hazards and unsafe conditions; including the health and safety of response personnel. The Health and Safety Officer is responsible for developing the site safety plan and directions.

The Health and Safety Officer role will be filled by the Manager Safety & Health (or designate)

Emergency Services Liaison

Working directly with the EOC Coordinator, this position is responsible for coordinating with external partners, including City of Winnipeg first responders, contracted service providers, and Manitoba Emergency Measures Organization if required, engaged in the response.

The Emergency Services Liaison role will be filled by the Director of Security (or designate)

Public Information Officer

Working directly with the EOC Coordinator, this position is responsible for dissemination for information to faculty, staff and students, the public, and the media.

The Public Information Officer role will generally be filled by the Executive Director, Marketing and Communications (or designate)

Department Representatives

Working with the EOC Coordinator to provide

- Expert advice and support to the Emergency Operations Centre Coordinator,
- Response planning and activity support,
- Coordination with their respective departments.

These positions will be filled by:

- **Financial Services:** Comptroller (or designate)
- **Campus Living:** Director, Campus Living (or designate)

- **Technology Services:** Director, Centre for Academic Technology (or designate)
- **Facilities:**
 - Executive Director Facilities (or designate)
 - Director of Physical Plant (or designate)
- **Campus Security:** Director of Security (or designate)
- **Physical Plant:**
 - Director of Physical Plant (or designate)
 - Chief Engineer (or designate)

Scribe

The EOC is responsible to maintain complete and accurate records of events and decisions during and following an incident. Scribes ensure that records are maintained, filed, and stored appropriately.

This position will generally be filled by, (designated by EOC)

Security guards

Campus Security Guards will maintain normal campus security services. They will be responsible for initially securing the scene of the incident to ensure life safety; and acting on direction provided by the EOC.

Campus Community Emergency Response Team (C-CERT)

Campus Community Response Teams are comprised of staff throughout the university campus that is trained to assist in emergency responses. They do not replace established emergency services.

Team response training activities include:

- **Disaster Preparedness:** Addresses hazards specific to the community. Materials cover actions that participants and their families / coworkers take before, during and after a disaster as well as an overview of CERT and local laws governing volunteers.
- **Fire Suppression:** Covers fire chemistry, hazardous materials, fire hazards and fire suppression strategies. However, the thrust of this session is the safe use of fire extinguishers, controlling utilities and extinguishing a small fire.
- **Medical Operations Part I:** Participants practice diagnosing and treating airway obstruction, bleeding and shock by using simple triage and rapid treatment techniques.
- **Medical Operations Part II:** Covers evaluating patients by doing a head to toe assessment, establishing a medical treatment area and performing basic first aid.
- **Light Search and Rescue Operations:** Participants learn about search and rescue planning, size-up, search techniques, rescue techniques and rescuer safety.
- **Psychology and Team Organization:** Covers signs and symptoms that might be experienced by the disaster victim and workers, and addresses CERT organization and management.
- **Course Review and Disaster Simulation:** participate in planned exercises to enhance the ability of the university to respond.

EOC Site Representatives / *Site Liaison*

A site liaison will attend the site at a safe location to ensure communication with the EOC and provide onsite direction to on-site response teams.

This role will generally be filled by:

- (as identified by faculty / building subject matter / area expert)

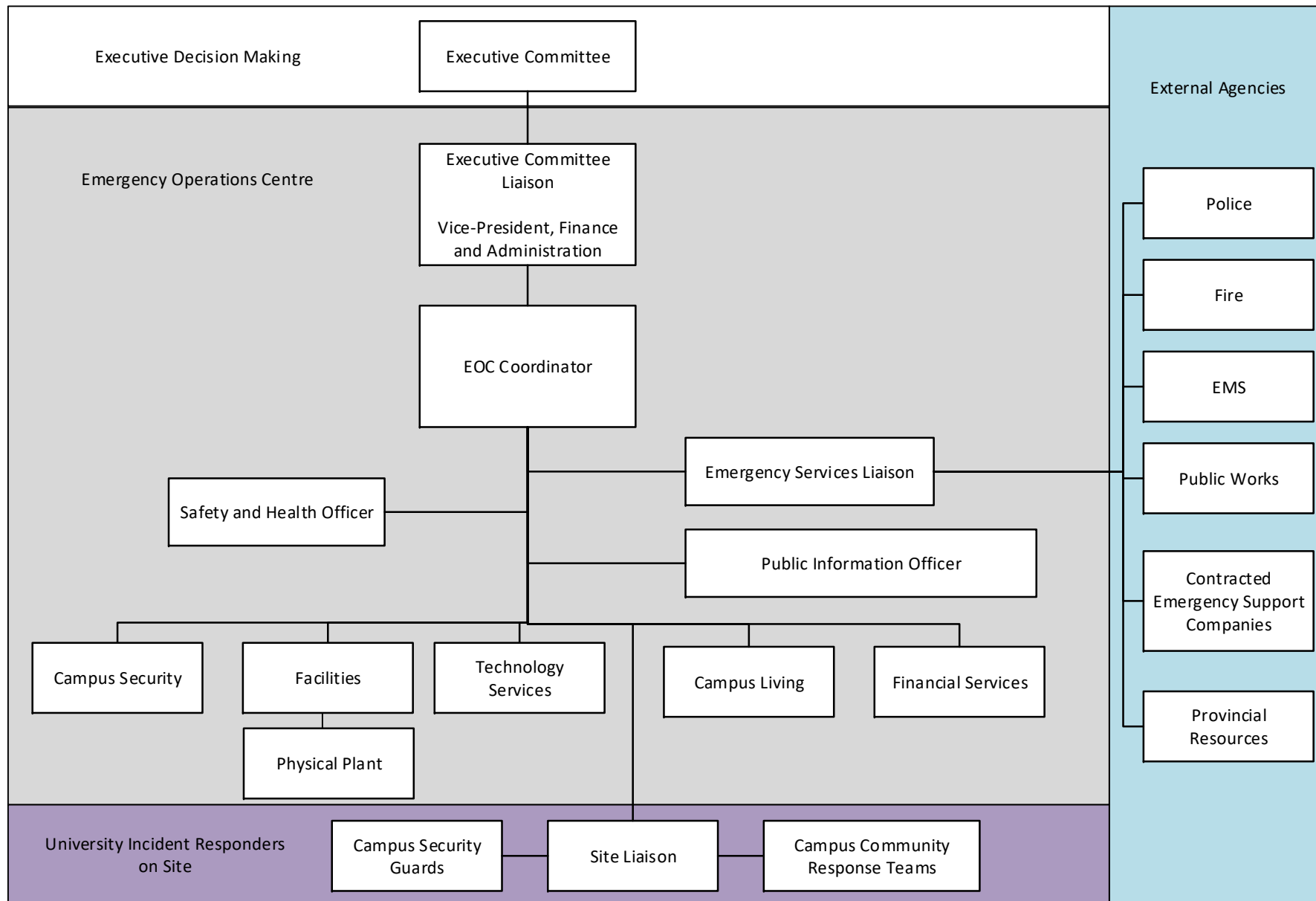
First Responders

Normally engaged through calling 9-1-1, first responder teams will operate in accordance with their respective agency's protocols and procedures. The presence of first responders does not absolve the university of its responsibilities.

First responder organizations include the Winnipeg Police Service, Winnipeg Fire Paramedic Service, Winnipeg Public Works, and other contracted service providers, to ensure the delivery of emergency services that is not within the normal capacity of the University of Winnipeg.

The Emergency Services Liaison Officer will establish communications with these agencies to ensure activities of the university are being coordinated with the Emergency Operations Centre in order to avoid duplication of effort or interference.

3.2. Emergency Operations Centre Structure



4. Emergency Response Levels

Recognizing that every event will be unique with different characteristics, impact, and severity, which require varying levels of response and coordination, events are divided into levels to aid in determining the appropriate level of response.

Level 1 – Routine Incident		
Description of Risk	Example	Response Guideline
<ul style="list-style-type: none"> • Routine event handled by normal university procedures • Low risk of escalation • No serious injuries • Minimal course disruption • Limited threat to campus infrastructure • Limited risk to university reputation • Limited or no media interest 	<ul style="list-style-type: none"> • Bomb Threat • Flood affecting a minor portion of a building • Minor hazardous material or chemical spill in a lab • Isolated fire in building or lab • Non-fatal accident on campus • Loss of utilities for less than 2 hours 	<ul style="list-style-type: none"> • Managed by Security, C-CERT or Facilities • No EOC activation • Manager, Emergency Preparedness is notified • Executive is informed but no action required

Level 2 – Emergency Incident		
Description of Risk	Example	Response Guideline
<ul style="list-style-type: none"> • Non-routine event manageable with established processes • May require multiple Department or team coordination • May require assistance from external emergency response agencies (Fire, Police, EMS, Contractors) • Potential for serious injuries • Moderate disruption to course delivery • Potential risk to University reputation • Media interest 	<ul style="list-style-type: none"> • Large fire, or explosion • Large chemical spill • Loss of utilities for greater than 2 hours • Threat of, or violent act on campus • Natural disasters which cause minor damage to a facility • Potential student unrest • Suicide on campus • Fraud or privacy breach 	<ul style="list-style-type: none"> • Security Services engaged • Multiple C-CERTs may be activated • Manager, Emergency Preparedness is activated • Emergency Communications is activated • Emergency Operation Centre “may” be activated • Executive is engaged and provides direction as required

Level 3 – Disaster		
Description of Risk	Example	Response Guideline
<ul style="list-style-type: none"> • Situation is beyond the capacity of the University of Winnipeg’s resources • Significant assistance from external emergency response agencies (Police, Fire, EMS, Contractors, etc.) • Prolonged disruption to course delivery. • Expected long term response and recovery • Risk to University reputation • Significant media and / or media is on site 	<ul style="list-style-type: none"> • Large fire, or explosion • Loss of utilities for greater than 8 hours or where and health and safety, or research material is at risk • Multiple serious injuries, or fatalities • Shooting or violent act on campus • Natural or human induced disasters which cause serious damage to facilities • Student unrest with likely potential for violence or property damage 	<ul style="list-style-type: none"> • First Responders are fully engaged • EOC is activated • Crisis Communications Team is activated • Executive Committee is activated and fully engaged • Incident Management System is implemented

4.1. Emergency Response Guidelines

4.1.1. Evacuation

[Armed Intruder](https://www.uwinnipeg.ca/emergency-guidelines/evac/intruder.html) – <https://www.uwinnipeg.ca/emergency-guidelines/evac/intruder.html>

[Fire/Hazardous Materials Spill](https://www.uwinnipeg.ca/emergency-guidelines/evac/fire-hazmat-spill.html) – <https://www.uwinnipeg.ca/emergency-guidelines/evac/fire-hazmat-spill.html>

4.1.2. Severe Weather

[Blizzards](https://www.uwinnipeg.ca/emergency-guidelines/weather/blizzards.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/blizzards.html>

[Cold Wave](https://www.uwinnipeg.ca/emergency-guidelines/weather/cold-wave.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/cold-wave.html>

[Drought](https://www.uwinnipeg.ca/emergency-guidelines/weather/drought.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/drought.html>

[Heat Wave](https://www.uwinnipeg.ca/emergency-guidelines/weather/heat-wave.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/heat-wave.html>

[Ice Storms](https://www.uwinnipeg.ca/emergency-guidelines/weather/ice-storms.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/ice-storms.html>

[Lightning](https://www.uwinnipeg.ca/emergency-guidelines/weather/lightning.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/lightning.html>

[Thunderstorms](https://www.uwinnipeg.ca/emergency-guidelines/weather/thunderstorms.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/thunderstorms.html>

[Tornadoes](https://www.uwinnipeg.ca/emergency-guidelines/weather/tornadoes.html) – <https://www.uwinnipeg.ca/emergency-guidelines/weather/tornadoes.html>

4.1.3. Workplace Situations

[Bomb Threat or Suspicious Object](https://www.uwinnipeg.ca/emergency-guidelines/workplace/bomb-threat.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/bomb-threat.html>

[Fire](https://www.uwinnipeg.ca/emergency-guidelines/workplace/fire.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/fire.html>

[Flooding and Water Damage](https://www.uwinnipeg.ca/emergency-guidelines/workplace/flooding-water-damage.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/flooding-water-damage.html>

[Hazardous Material Spill](https://www.uwinnipeg.ca/emergency-guidelines/workplace/hazmat-spill.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/hazmat-spill.html>

[Hostage Situations](https://www.uwinnipeg.ca/emergency-guidelines/workplace/hostage-situations.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/hostage-situations.html>

[Influenza Precautions](https://www.uwinnipeg.ca/emergency-guidelines/workplace/influenza-precautions.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/influenza-precautions.html>

[Lockdown Procedures](https://www.uwinnipeg.ca/emergency-guidelines/workplace/lockdown-procedures.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/lockdown-procedures.html>

[Medical Crisis](https://www.uwinnipeg.ca/emergency-guidelines/workplace/medical-crisis.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/medical-crisis.html>

[Natural Gas Odour / Leak](https://www.uwinnipeg.ca/emergency-guidelines/workplace/natural-gas-odour.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/natural-gas-odour.html>

[Suspicious Mail](https://www.uwinnipeg.ca/emergency-guidelines/workplace/suspicious-mail.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/suspicious-mail.html>

[Suspicious, Worrisome or Criminal Behaviour](https://www.uwinnipeg.ca/emergency-guidelines/workplace/suspicious-behaviour.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/suspicious-behaviour.html>

[Threats](https://www.uwinnipeg.ca/emergency-guidelines/workplace/threats.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/threats.html>

[Power or Utility Failure](https://www.uwinnipeg.ca/emergency-guidelines/workplace/utility-failure.html) – <https://www.uwinnipeg.ca/emergency-guidelines/workplace/utility-failure.html>

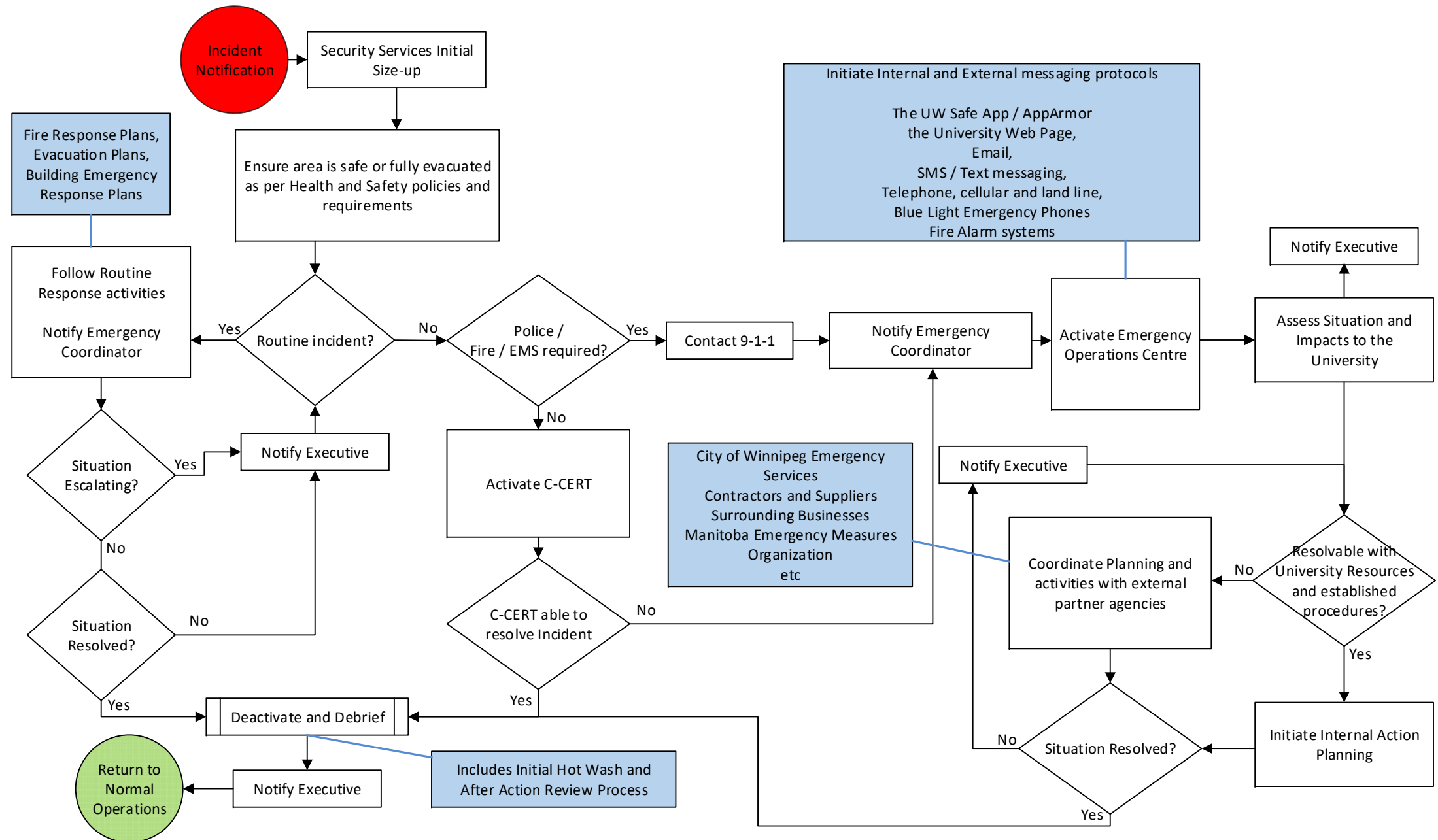
4.1.4. Resources

[Basic Emergency Kit](https://www.uwinnipeg.ca/emergency-guidelines/resources/basic-emergency-kit.html) – <https://www.uwinnipeg.ca/emergency-guidelines/resources/basic-emergency-kit.html>

[Basic Vehicle Emergency Kit](https://www.uwinnipeg.ca/emergency-guidelines/resources/vehicle-emergency-kit.html) – <https://www.uwinnipeg.ca/emergency-guidelines/resources/vehicle-emergency-kit.html>

[Telephone Threat Procedures](https://www.uwinnipeg.ca/emergency-guidelines/resources/telephone-threat-procedures.html) – <https://www.uwinnipeg.ca/emergency-guidelines/resources/telephone-threat-procedures.html>

5. Emergency Plan Activation Guide



6. Initial Incident Action Guide

6.1. Level 1 – Routine Incident

- Refer to Section [4.1 Emergency Response Guidelines](#)
- Follow established protocols and processes

6.2. Level 2 and 3 Incident

Onsite

- Assess life safety concerns
 - Determine requirement to evacuate or shelter-in-place
 - Remove uninjured personnel from the affected / impacted areas
- Assess physical damage
- Establish security perimeter and access control.
- Determine requirements to shut off utilities
 - Gas
 - Electrical
 - Water
- Assess technological impacts.
- Notify Emergency Services (9-1-1) or contractors as Required
- Notify the Manager, Disaster Recovery and Emergency Response

Emergency Operations Centre

- Assess initial situation based on initial information from on-site responders
 - Confirm need for emergency services (Police, Fire, Ems, Contractors)
 - Confirm if emergency services have been requested or are required
 - Establish first responder liaison point if required
 - Assess on-site needs requests.
 - Deploy or locate additional resources as required.
- Notify emergency operation centre coordination team
- Initiate operational planning
 - Determine immediate requirements to stabilize the situation and prevent further impacts
 - Assess impacts to
 - Life safety
 - The environment
 - University property
 - Course delivery
 - Research
 - Documents and records
 - Collections
 - Activate internal emergency notification protocols
 - Faculty
 - Staff and contractors
 - Students

- Public
 - Activate public notification protocols
 - City of Winnipeg Emergency Preparedness Program as required
 - Media relations
 - Social media and / or email communications
- Initiate business continuity planning
 - Assess business impacts or interruptions
 - Course delivery
 - Research
 - Documents and records
 - Collections
 - Assess requirements to maintain services
 - Criticality of impacted business functions
 - Business function delivery suspension or temporary relocation ability
 - Business function requirements for delivery
- Initiate recovery planning
 - Notify and coordinate with insurance adjusters
 - Determine service restoration or relocation requirements
 - Assess salvageable material and storage requirements
 - Documents and records
 - Collections
 - Furniture
 - Equipment
 - Determine priority of service restoration
 - Facility cleanup and repair
 - Equipment cleanup and repair
 - Furniture cleanup and repair
 - Document recovery
 - Course delivery
 - Research activities
- Assess human impacts and needs
 - Activate critical incident stress management system
 - Confirm debriefings and counselling services for
 - Faculty
 - Staff and contractors
 - Students and family
 - Affected public
 - Encourage long-term awareness for impacts of Critical Incident Stress
 - Determine appropriate use of memorials
 - Spontaneous from the community
 - University organized

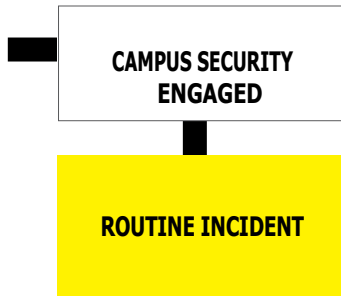
7. Communications Plan



Emergency Communications Summary Action Plan



EMERGENCY INCIDENT



UWSAFE APP Emergency vs. Standard Messaging

Emergency Events of a routine nature and where specific actions are required to be taken by the university populace and where no imminent threat exists to safety, may be pushed out through the USafe App.

Where immediate action is not required, but the information would be useful to the community the newsfeed function of the app will be used.

These messages are designed to provide an awareness and cautionary information in order that individuals have relevant information and in some cases, can avoid areas where there may be a concern.

LEVEL TWO OR THREE RESPONSE (Emergency or Disaster)

Primarily tools: EMNS & Social Media

Security calls 911.

Director of Security tells Director of Communications (phone, cell, email) we must either:

- a) EVACUATE
- or;
- b) LOCKDOWN

Communications activates pre-authorized messages.

STEP ONE: PUBLIC ADDRESS, EMAILS, SMS, SCREEN LOCK, RSS, SOCIAL MEDIA AND WEBPAGE

SEE Appendix 1 pre-authorized immediate messages

- a) Security communicates danger INTERNALLY immediately to everyone on campus via the PA system, runners and loud hailer, directs university community to take action (s).
- b) Communications sends same message EXTERNALLY via social media (ongoing tweets, Facebook Posts)
- c) Communications sends same message to faculty and staff via Outlook email
- d) Communications sends email to UW tenants group
- e) Communications sends same message to faculty and staff via VOIP Cisco phone
- f) Communications posts same message on homepage website – top banner
- g) Communications converts to “light” website
- h) TSC sends same message to students in email blast (8:30 to 4:30 pm only, weekdays)
- i) Emergency Manager initiates AppArmor Mass Notification protocols
- j) Communications creates web page under NEWS for detailed messages

STEP TWO: MEDIA COMMAND ON-SITE and at EOC

SEE Appendix 2 holding messages

- k) Communications Director activates Digital Communications Centre team
- l) Communications Director attends to Emergency Operations Centre to tweet live
- m) Public Information Officer #1 goes to Emergency Operations Centre with briefcase and creates ongoing messages for multiple audiences
- n) Public Information Officer #2 (EOC Liaison) attends to crisis site, liaises with police, fire officials, establishes scum area and liaises with media on site, under the direction of the Communications Director, in coordination with EOC
- o) Public Information Officer #3 goes to phone bank to assist with incoming/ outgoing messaging

STEP THREE: ON-GOING COMMUNICATIONS

- p) Communications Director uses social media as primary on-going information vehicles
- q) Communications staff prepare on-going website and media bulletins for review by EMT and approval by President
- r) Communications staff set-up media scrums or press conferences as needed
- s) Communications prepares and executes video messages from President for posting on website, as needed
- t) Communications staff monitors media reports for inaccuracies, reaction and prepares corrective messages
- u) EOC activates phone bank as needed to accept incoming inquiries

Tweet to us @uwinnipeg

Tweet out: #UWPG

Security: 204.786.6666

8. Emergency Operations Centre Locations

The Primary Emergency Operations Centre (EOC) is located on the 9th floor of the Rice Centre in Boardroom RM9R116.

Alternate EOC locations may be designated as the situation requires.

Virtual EOC activations will be coordinated through AppArmor Command / AlertGo

9. EOC Planning Meeting Agenda Guide

Task	Responsible Position
Call to Order / Meeting Logistics Establish expected duration of meeting.	EOC Coordinator
Receive Incident Briefing Provide an overview of known information. And provide updates from their respective areas of responsibility.	Lead by EOC Coordinator, Supported by Site Liaison and Department EOC Representatives
Determine EOC Expansion Requirements Determine if any additional university departments or groups are needed in the EOC to provide subject matter expertise. Note: This typically will only be completed during the initial meeting.	EOC Coordinator Supported by Department EOC Representatives
Report Status Updates Review progress on action items. Discuss potential impacts from action items.	All
Discuss Issues Identify, prioritize, and deliberate on any issues related to the incident and its potential impact on the campus. Document decisions made and outstanding issues that cannot be immediately resolved.	All
Review Communications Confirm communications strategy. Approve internal and public messaging.	EOC Coordinator supported by Public Information Officer
Review Action Items and Assign Tasks Document and review identified action items and Task Assignments. Determine if additional resources are needed to support operations.	EOC Coordinator
Review Next Steps Set next meeting time and review expectations.	EOC Coordinator
Adjourn	EOC Coordinator

10. Hot Wash and After-Action Review Guide

Post Incident Review	
Topic	Discussion Point
<i>Notification</i>	Was the notification process effective?
<i>Activation</i>	Was the activation of the team timely and effective?
<i>Implementation</i>	Was the team able to implement existing plans and procedures? Were they effective? Are adjustments needed?
<i>Coordination</i>	How effective was internal and external coordination?
<i>Best Practices</i>	Were any new best practices identified or defined?
<i>Lessons Learned</i>	What were the lessons learned? What improvements were identified