

Vancouver Community College

Emergency Management Plan

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KEEP THIS PLAN UP-TO-DATE AND ENSURE IT IS EASILY ACCESSIBLE

Additional copies or current amendments may be requested from the VP
Administration/CFO

TABLE OF CONTENTS

Section	Page
1 Letter from the President.....	1-1
1.2 Emergency Management Policy.....	1-2
2 Introduction.....	2-1
2.1 Authority.....	2-1
2.2 Purpose and Scope.....	2-1
2.3 VCC Content.....	2-1
2.4 Planning and Assumptions.....	2-2
3 Concept of Preparedness.....	3-1
3.1 All Hazards Approach.....	3-1
3.2 Emergency Management Committee.....	3-1
3.3 Training, Education, and Awareness.....	3-2
3.4 Other Preparedness Measures.....	3-2
3.5 Hazards Risk Vulnerability Analysis.....	3-2
4 Concept of Operations.....	4-1
4.1 Response Priorities.....	4-1
4.2 Individual Response.....	4-2
4.3 Site-Level Response.....	4-2
4.4 Incident Commander.....	4-2
4.5 Facilities and Security Personnel.....	4-3
4.6 Building Response Team (BRT).....	4-3
4.7 Incident Command Post.....	4-3
4.8 Emergency Operations Centre (Site-Support Level Response).....	4-3

Section	Page
4.9 EOC Activation.....	4-4
4.10 EOC Personnel.....	4-4
4.11 EOC Locations.....	4-4
4.12 EOC Organizational Structure.....	4-4
4.13 EOC Activation Levels.....	4-5
4.14 EOC Activation Flow Chart.....	4-6
4.15 EOC Management Team.....	4-7
5 Concept of Recovery.....	5-1
5.1 Individual Recovery.....	5-1
5.2 Recovery and Business Continuity.....	5-1
6 Related Plans and Documents.....	6-1
6.1 Support Plans.....	6-1
6.2 Incident Specific Action Plans.....	6-1
6.3 Other Documents.....	6-2
7 Appendix A – Designated Response Personnel.....	7-1
7.1 EOC Executive Policy Group.....	7-2
7.2 EOC Management Staff.....	7-2
7.3 EOC Operations Section.....	7-3
7.4 EOC Planning Section.....	7-3
7.5 EOC Logistics Section.....	7-4
7.6 EOC Finance and Administration Section.....	7-4
7.7 EOC Organizational Structure.....	7-5
7.8 Internal Other Contacts.....	7-6

Section	Page
7.9 External Other Contacts.....	7-6
8 Appendix B – Emergency Management Committee.....	8-1
8.1 Terms of Reference (Emergency Management Committee).....	8-2
8.2 Committee Membership.....	8-2
8.3 Accountability.....	8-2
8.4 Frequency of Committee Meeting.....	8-3
8.5 Committee Structure.....	8-3
8.6 Emergency Management Working Group.....	8-4
9 Appendix C – EOC Activation Procedures.....	9-1
9.1 EOC Activation.....	9-2
9.2 Partial EOC Activation.....	9-2
9.3 Full EOC Activation.....	9-3
9.4 EOC Deactivation.....	9-3
10 Appendix D – Emergency Management Team Roles & Responsibilities.....	10-1
10.1 Executive Policy Group.....	10-2
10.1.1 President (or Designate).....	10-3
10.1.2 College Executive.....	10-4
10.2 EOC Management Staff.....	10-5
10.2.1 EOC Director.....	10-6
10.2.2 Scribe Unit Coordinator.....	10-8
10.2.3 Risk Management Officer/Deputy Director.....	10-9
10.2.4 Liaison Officer.....	10-10
10.2.5 Communication Officer.....	10-11

Section	Page
10.3 EOC Operations Section.....	10-13
10.3.1 Operations Section Chief.....	10-14
10.3.2 Safety & Security Unit Coordinator.....	10-16
10.3.3 Emergency Social Services Coordinator.....	10-17
10.3.4 Medical Services Coordinator.....	10-18
10.4 EOC Planning Section.....	10-19
10.4.1 Planning Section Chief.....	10-20
10.4.2 Resource Unit Coordinator.....	10-21
10.4.3 Recovery Unit Coordinator.....	10-22
10.4.4 Documentation Unit Coordinator.....	10-23
10.5 EOC Logistics Section.....	10-25
10.5.1 Logistics Section Chief.....	10-26
10.5.2 Personnel Unit Coordinator.....	10-26
10.5.3 Information Technology Unit Coordinator.....	10-27
10.5.4 Supplies and Purchasing Unit Coordinator.....	10-28
10.6 EOC Finance and Administration Section.....	10-29
10.6.1 Finance and Administration Section Chief.....	10-30
10.6.2 Costs, Payroll, and Compensation Coordinator.....	10-31
10.6.3 Time and Resources Accounting Unit Coordinator.....	10-31
11 Appendix E – Emergency Response Team Plan.....	11-1
11.1 Emergency Response Team (ERT) Function.....	11-2
11.2 ERT Roles and Responsibilities.....	11-2
11.3 Response Levels.....	11-5

Section	Page
11.4 Response Procedures.....	11-6
11.5 Recovery Phase.....	11-9
11.6 Communications.....	11-10
11.7 Evaluation.....	11-10
12 Appendix F – Emergency Response Team Roles & Responsibilities.....	12-1
12.1 Incident Commander.....	12-2
12.2 Building Response Team (BRT).....	12-3
12.3 BRT Coordinator (if activated).....	12-3
12.4 Assembly Area Coordinator.....	12-3
12.5 Area Warden Team Leader.....	12-4
12.6 Area Warden.....	12-4
12.7 Assistance Monitor.....	12-5
12.8 Facilities Management Team.....	12-5
12.9 Security Team.....	12-6
12.10 Fire Suppression Team	12-6
12.11 Search and Rescue Team.....	12-7
12.12 Triage Team.....	12-7
12.13 First Aid Team.....	12-7
13 Appendix G – Evacuation and Shelter-in-place.....	13-1
13.1 Evacuation and Shelter-in-place.....	13-2
13.2 Full Evacuation Procedures.....	13-4
13.3 Partial Evacuation Procedures.....	13-8
13.4 Shelter-In-Place Procedures.....	13-12

Section	Page
14 Appendix H – Campus Evacuation Plans.....	14-1
14.1 Broadway Campus.....	14-2
14.2 Downtown Campus.....	14-3
15 Appendix I – Emergency Communications Plans.....	15-1
15.1 Emergency Communications.....	15-2
15.2 Communications Checklist.....	15-5
15.3 News Conference/Forum Checklist.....	15-6
16 Appendix J – Emergency Social Services Plans.....	16-1
16.1 Emergency Social Services.....	16-2
Emergency Social Services Coordinator.....	16-2
Financial Services Coordinator.....	16-2
Food Services Coordinator.....	16-2
Environmental Services Liaison Coordinator.....	16-2
Lodging Coordinator.....	16-2
Personal Services Coordinator.....	16-2
Reception Centre Coordinator.....	16-3
Registration and Inquiry Coordinator.....	16-3
Telephone Communications Coordinator.....	16-3
Transportation Coordinator.....	16-3
Coordinator of Volunteers.....	16-3
17 Appendix K – Facilities Management Plans.....	17-1
17.1 Facilities Management.....	17-2

Section	Page
18 Appendix L – Training Plans and Materials.....	18-1
18.1 Training Materials.....	18-2
19 Annex 1 – Incident Specific Action Plans.....	19-1
19.1 Bomb Threat.....	19-2
19.2 Suspicious Mail, Packages, and Materials.....	19-7
19.3 Active Lethal Force Assailant on Campus.....	19-9
20 Annex 2 – Emergency Preparedness Quick Guide.....	20-1
21 Annex 3 – Hazard Risk Vulnerability Analysis.....	21-1
21.1 Hazard Risk Vulnerability Analysis.....	21-2
22 Annex 4 – Broadway Campus Emergency Response Plan Garage Room B074.....	22.1
23 Annex 5 – Communicable Disease (Pandemic) Plan.....	23.1

1 LETTER FROM THE PRESIDENT



Title: **Emergency Management Policy**

Effective Date: **June 25, 2008**

Policy Category: **Governance**

Number: **A.3.11**

Policy Sponsor: **Vice President, Finance and Administration**

Emergency Management Policy

Purpose	The College is committed to providing a safe and secure environment for learning and work, and to achieving accepted standards for emergency management.
Definition	An emergency can be defined as any unplanned event, occurrence or sequence of events that has a significant undesirable consequence.
Policy	<p>The College will:</p> <ul style="list-style-type: none">• develop and maintain an emergency management plan to respond to any emergency situation that threatens the safety, health and environment of the college community.• review and update the plan annually, and report to the College community.• follow the BC Emergency Response Management System (BCERMS) and Incident Command System as the framework for the College's Emergency Management Plan.• identify the College's priorities in addressing a disaster, or in preparing for an anticipated disaster.• establish an Emergency Management Committee, to be chaired by the Vice President of Finance and Administration, to support the President, senior level management and the college community in managing the emergency response.
Applies to	All college employees, students, contractors, visitors, and independent organizations operating on any of VCC's campuses.

Procedures

The VCC Emergency Management Committee (EMC), led by the Vice President Finance and Administration will:

- Develop the College's emergency management plan and make recommendations to the President. The President shall provide an annual report on the Committee's activities to the Board of Governors, outlining the accomplishments, work in progress and plans for the upcoming year.
- Identify potential hazards as presenting highest risks to the community necessitating priority planning consideration.
- Develop information material and related initiatives to ensure community-wide understanding of and commitment to emergency preparedness.
- Assist all VCC departments to develop department specific preparedness and recovery plans.
- Maintain relationships with community representatives from various organizations to ensure currency in the process.
- Develop systems which include but are not limited to information technologies, facilities, educational and support services to assist in the recovery process.
- Designate emergency response personnel, develop orientation and training plans and schedules, conduct training and drills for emergency response personnel once per year and inform members of the community of VCC's Emergency Management efforts.

Responsibility

The Vice President, Finance and Administration, will have overall responsibility for VCC's emergency management program.

Replaces

References

VCC Emergency Management Plan
Violence Prevention Policy
Post Emergency Intervention Policy
VCC Fire Plan
BC Occupational Health and Safety Regulation

Review Date

This policy will be reviewed annually.

Policy Sponsor

Vice President, Finance & Administration

1. Policy Sponsor: Vice President, Finance and Administration

2. Approvals

President: _____ Date: _____

Education Council Chair _____ Date: _____

Operations Council Chair _____ Date: _____

3. Amendments

President: _____ Date: _____

Education Council Chair _____ Date: _____

Operations Council Chair _____ Date: _____

4. Review Date

2 INTRODUCTION

An emergency can be defined as any unplanned event, occurrence or sequence of events that has a specific undesirable consequence. Preparedness, in the broadest sense, means any and all measures taken to prevent, prepare for, respond to, and recover from an emergency.

It is the intent of this document to outline Vancouver Community College's (VCC) emergency planning initiatives as part of an overall emergency management strategy.

2.1 Authority

VCC's Emergency Management Plan is developed within the framework of the BC Occupational Health and Safety Regulations, the provincial Fire Code and best practices in emergency planning. The Plan is promulgated under the authority of the President and conforms to the principles outlined in VCC's Emergency Management Policy.

2.2 Purpose and Scope

This Plan provides a framework for preparing for, responding to, and recovering from an emergency at VCC. It provides guidance and direction to campus personnel in the response to a significant emergency situation. This plan does not apply to events that are routinely managed as a part of day-to-day operations.

VCC's Emergency Management Plan applies to all college employees, students, contractors, visitors, and independent organizations operating on any of VCC's campuses.

Emergency Management Planning at the Annacis Island Campus is managed by BCIT Safety Security and Emergency Management (SSEM). All emergency incidents at the Annacis Island Campus trigger a communication from BCIT SSEM to VCC Safety Security and Emergency Preparedness (SSEP). VCC SSEP will then determine VCC's level of emergency response to the event.

2.3 VCC Content

VCC is an urban college providing educational programming over three main campuses: Broadway, Downtown, and Annacis Island Campus.

All three campuses serve a diverse students and employee's population including individuals with disabilities and those with English as an additional language. The population comprises approximately 14, 350 full and part-time students and 830

employees (full-time and part-time). The unions that operates at VCC are CUPE local 4627, CUPE Local 15, the VCC Faculty Association, and the Students' Union of VCC

Some segments of the employee group are required to transit between campuses. Students, for the most part, remain situated at their home campus.

All three campuses are situated in a large urban centre susceptible to seismic activity and in close proximity to major transportation routes (rail, road and marine). All three campuses are a significant distance from the Vancouver International Airport. Weather conditions in the geographical area are generally moderate.

Two of the campuses (Broadway and Downtown) lie on the edge of Vancouver's more socio-economically challenged neighbourhood. The third (Annacis Island Campus), is the Motive Power Centre of Excellence, a shared facility between VCC and BCIT

2.4 Planning Assumptions

The following assumptions guide the planning process:

- A high level of commitment and support for emergency planning exists at the senior levels of the organization and throughout the organization there is a keen interest in emergency preparedness.
- A wide-spread urban disaster will necessitate approximately seventy-two hours self-sufficiency on the part of the college to maintained the Emergency Operation Centre (EOC)
- An all-hazards approach to emergency planning that addresses both natural and human-induced disasters ensures greater coordination and response effectiveness for all types of emergency situations.
- Response personnel will be assigned and available to coordinate and implement the College's emergency response, including activation of the EOC (Emergency Operation Centre) and ICP (Incident Command Post) as required.
- Community level response will be available within a reasonable period of time following an emergency event.

3 CONCEPT OF PREPAREDNESS

Preparedness is central to building suitable capacity to respond to and recover from any emergency or disaster that may impact VCC's community. Preparedness consists of various measures that can assist in preventing or mitigating the impact of major incidents. These measures include, but are not limited to:

3.1 All Hazards Approach

Utilizing an "all-hazards" approach to emergency management enables VCC to coordinate an effective and consistent response to any disaster or emergency that threatens members of the VCC community. An all hazards approach ensures an effective response regardless of the scope of the emergency.

3.2 Emergency Management Committee

The Emergency Management Committee (EMC) at VCC provides the foundation for emergency management within the college community. The committee reports to Operation Committee (OPSCO) and ensure that the College is adequately prepared for a possible emergency.

VCC's Emergency Management Committee oversees the college's policy direction for emergency preparedness, response, and recovery.

Specifically, the EMC will:

- Guide the overall planning and coordination of VCC's emergency preparedness, response, and recovery efforts.
- Take appropriate measures to ensure a high level of emergency preparedness by VCC.
- Keep the President and the Executive appropriately informed on matters of importance regarding emergency management planning.
- Participate in the planning and execution of training exercises to promote VCC's emergency preparedness.
- Keep the college community appropriately informed on important matters of emergency preparedness, response and recovery.

For further information on the structure of the EMC, Terms of Reference can be found in Appendix B.

3.3 Training, Education, and Awareness

Familiarity with VCC's emergency response procedures on the part of all responders and other members of the community is a fundamental part of emergency preparedness. To achieve an adequate level of community preparedness, VCC will:

- Develop general information materials and communication initiatives to promote community-wide understanding of and commitment to emergency preparedness.
- Develop orientation and training plans and schedules in support of all personnel assigned specific response duties.
- Conduct training sessions, exercises and drills as needed to effectively prepare response personnel for the duties they are assigned.
- Inform all members of the community of VCC's Emergency Management efforts on a regular basis.

3.4 Other Preparedness Measures

As part of VCC's continuing preparedness measures, the College will also undertake the following:

- Assist all VCC departments to develop department-specific preparedness, response and recovery plans.
- Maintain relationships with representatives from various organizations to obtain information to assist VCC in implementing and updating the Plan.
- Develop systems to ensure the preservation and/or recovery of information technologies, facilities, educational and support services

3.5 Hazards Risk Vulnerability Analysis

A Hazard Risk Vulnerability Analysis (HRVA) is a critical part of every emergency management program. The purpose of the HRVA is to help VCC make risk-based choices to address vulnerabilities, mitigate hazards and prepare for response to and recovery from emergency events. VCC will make risk reduction choices based on the acceptability of consequences and the frequency of hazards.

Relying on the BC Provincial Emergency Program HRVA Guidelines, VCC has identified the following potential hazards as presenting risk to the community and necessitating priority planning consideration:

See ANNEX 3 for Full Hazard Risk Vulnerability Analysis

Primary Planning Priorities:

- Fire
- Bomb Threats
- Ground Motion Effects
- Assault/Violent Behaviour
- Severe Weather
- Information System Failure

Secondary Planning Priorities:

- Riots/Public Disorder
- Power Outages (Electrical)
- Human Disease
- Heating/Cooling Failure
- Sewer/Water Outages
- Structural Collapse

4 CONCEPT OF OPERATIONS

Vancouver Community College has adopted the British Columbia Emergency Response Management System (BCERMS) as its model for managing and coordinating emergency response and recovery efforts. It is based on the Incident Command System (ICS), which utilizes the five functions of Management, Operations, Planning, Logistics, and Finance/Administration to manage and coordinate emergency events.

BCERMS is the recommended standard for emergency response and recovery for all levels of the organization. This includes:

- Site Level -Incident Command Post (ICP)
- Site Support Level -Emergency Operations Centre (EOC)

Under the BCERMS/ICS response model, an Incident Commander is always present to oversee site activities and generally operates from the ICP. An Emergency Operations Centre (if required) is activated to support and coordinate site activities. As community-based responders (i.e., Fire, Police, and Ambulance) arrive on-site, a transfer of command will occur between the VCC Incident Commander and that of the responding agency.

4.1 Response Priorities

In any emergency situation, VCC's emergency response will be guided by the following priorities:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect infrastructures
6. Protect property
7. Protect the environment
8. Reduce economic and social loss

Response to emergency events will usually occur at one or more of the following levels:

4.2 Individual Response

An effective emergency response depends upon the prompt action of individuals within the College. Each member of the college community must be prepared to act to ensure their own well-being and the well-being of their colleagues.

In the event of an emergency situation, the first staff person on the scene must be prepared to take charge and ensure appropriate College personnel are notified of the event.

The first point of contact for any emergency event:
Police/Fire/Ambulance at 9-911 and/or Security at 4444.

The individual taking charge must remain at the scene until relieved of responsibility by College personnel.

In addition to the above responsibilities, employees of Vancouver Community College are responsible to:

- Familiarize themselves with the response procedures outlined in the appendices of this plan.
- Follow directions from response personnel in the event of an emergency.
- Attend emergency response related training and orientations when available.

4.3 Site-Level Response

Site level of response refers to the more organized activities of VCC personnel at the site or facility level. This may include activities of the college's facility staff, security personnel, and designated building response teams.

4.4 Incident Commander

Under an Incident Command System response model, an Incident Commander will be designated at the site to take charge of the immediate incident. Any member of the College community may be required to take charge of an incident temporarily until relieved of the responsibility by more senior college personnel. Senior personnel from the Facilities Department will eventually assume responsibility for incident command.

As community-based responders (i.e., Fire, Police, and Ambulance) arrive on-site, a transfer of command will occur between the VCC Incident Commander and that of the responding agency.

The Incident Commander is responsible for directing all site activity. Incident objectives, strategies, and tactics for the site are formulated and directed from an Incident Command Post (see below).

4.5 Facilities and Security Personnel

In support of the Incident Commander, facilities and security personnel will be deployed at the time of the emergency to assist in evacuation and site-level response to the emergency event, as needed.

4.6 Building Response Team (BRT)

Building Response Teams are comprised of designated members of the college community whose role is to ensure the safe evacuation/shelter-in-place of all building occupants during an emergency. Members of the Building Response Team are:

- Area Wardens
- Assistance Monitors
- Assembly Area Coordinators

4.7 Incident Command Post

An Incident Command Post (ICP) is a safe location where emergency responders gather as needed to initiate response activity to an emergency site. Site-level coordination with Police, Fire, and Ambulance occurs from the ICP. The ICP location is dependent on the needs of the situation.

4.8 Emergency Operations Centre (Site-Support Level Response)

When VCC's existing systems/structures are insufficient to effectively respond in a timely manner to the unique demands of an emergency situation, an Emergency Operations Centre (EOC) may be activated to augment site-level response.

The EOC is a central location where college personnel provide site-support, overall coordination, communications, and executive decision making for emergency response and recovery efforts.

With EOC activation, overall coordination and support for emergency events are directed from the EOC.

4.9 EOC Activation

If an emergency event occurs or appears imminent, a determination must be made regarding activation of the EOC. The EOC will be activated in part or in full depending on the nature of the emergency. The following section and Appendix C provide further information regarding EOC activation.

4.10 EOC Personnel

Senior representatives from areas of the college such as Finance, Facilities, Education, Human Resources, Student Services, Marketing, Purchasing, and Information and Computing Services report to the EOC to share information and facilitate response coordination for both the EOC and site personnel at an ICP.

Where necessary these personnel will also facilitate response coordination with external agencies, such as Police, Fire, Ambulance, Emergency Social Services, Engineering, BC Hydro, etc.

See Appendix A for designated response personnel.

4.11 EOC Locations

- Broadway EOC location: Room 1228 Building B
- Downtown EOC location: Room 107, Facilities Dept.
- AIC EOC location: BCIT Emergency Depot 1608 Cliveden Dr. Delta

4.12 EOC Organizational Structure

The organizational structure noted below provides an expanded view of the functions that could be activated in support of a site response. Only functions required to support the incident need to be activated. A person may be responsible for one or more functions and unassigned functions become the responsibility of the most senior function in the line of accountability.

See Figure 2 on the section 7

4.13 EOC Activation Levels

The following activation levels are intended to provide guidance concerning the extent to which activation of the EOC may be appropriate, but do not restrict the College to determine, in particular circumstances, the extent to which the EOC will be activated:

EOC Activation Level	Event or Situation
<p>LEVEL 1</p> <p>Example:</p>	<ul style="list-style-type: none"> ▪ Small event ▪ Partial site ▪ Limited evacuation ▪ Managed with internal resources <p>Campus area becomes unavailable (due to a power outage, heat, fire, internal flood etc.)</p>
<p>LEVEL 2</p> <p>Example:</p>	<ul style="list-style-type: none"> ▪ Moderate event ▪ Entire site ▪ Full evacuation required ▪ Some external resources and support required <p>Full campus shutdown (due to a fire, earthquake, severe weather, civil disturbance etc.)</p>
<p>LEVEL 3</p> <p>Example:</p>	<ul style="list-style-type: none"> ▪ Major event ▪ Multiple sites ▪ Full evacuation required ▪ Adjoining community affected ▪ External resources and support required <p>City or lower Mainland shutdown (due to an earthquake, chemical spill, major fire, terrorist attack, etc.)</p>

4.14 EOC Activation Flow Chart

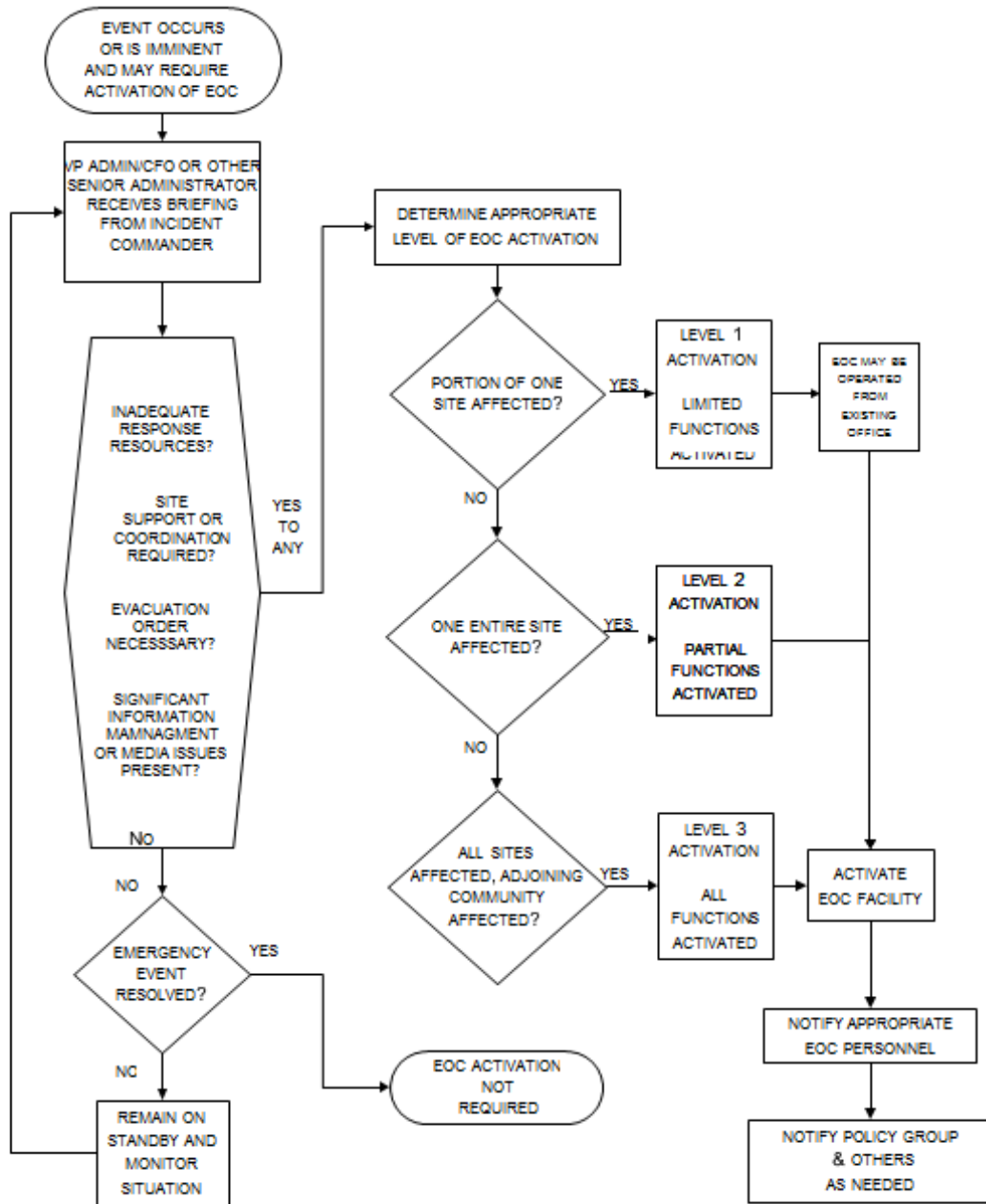


FIGURE 3

4.15 EOC Management Team

The EOC Management Team is responsible for various aspects of VCC's emergency management strategy. The EOC Management Team consists of:

Senior Executive Team

The Policy Group is responsible for providing policy direction to the EOC Director and for requesting as needed, support from the municipality and/or Province. The Policy group is comprised of:

- President and College Executive

EOC Management Staff

The EOC Management Staff consist of the EOC Director who takes overall management lead for the EOC and his/her staff who provides specific management duties in support of the response. The EOC Management Staff consist of:

- EOC Director
- Scribe Unit Coordinator
- Risk Management Officer
- Liaison Officer
- Communication Officer

Operations Section

The Operations Section is responsible for coordinating site-specific activities in support of the emergency response. The Operations Section usually consists of the leads (coordinators) from any of the departments or operational components that are directly involved in or impacted by the response efforts. The functions represented can change based on the specific incident. Commonly the Operations Section may include:

- Operations Section Chief
- Incident Commander (Site Response Incident Command Post)
- Safety & Security Unit
- Emergency Social Services Unit
- Medical Services Unit

Planning Section

The Planning Section is responsible for collecting, evaluating, disseminating information, and developing plans and situation reports in coordination with other functions, including maintenance of documentation. The Planning Section is also responsible for the initial stages of recovery:

- Planning Section Chief
- Resource Unit
- Recovery Unit
- Documentation Unit

Logistics Section

The Logistics Section is responsible for ensuring the EOC is operational and for providing necessary services, personnel, equipment, facilities and other materials:

- Logistics Section Chief
- Personnel Unit
- Information Technologies Unit
- Supplies & Purchasing Unit

Finance and Administration Section

The Finance and Administration Section is responsible for all financial activities and administrative duties in relation to the emergency:

- Finance and Administration Section Chief
- Costs, Payroll, Compensation Unit
- Time & Resource Accounting Unit

5 CONCEPT OF RECOVERY

As personal needs become stabilized and the media attention fades, recovery efforts must begin. Successful recovery from an emergency situation ensures the well-being of a community for years into the future.

Recovery is frequently understood as consisting primarily in the physical reconstruction of facilities and basic services. VCC understands that beyond the reconstruction of physical infrastructure and business operations, recovery includes efforts to restore individual livelihoods and the well-being of the college community.

A successful and speedy recovery from an emergency includes attention to a broad range of issues including:

- Community Recovery
- Psychosocial Recovery
- Infrastructure Recovery
- Economic Recovery
- Environmental Recovery

5.1 Individual Recovery

Disasters can cause emotional and physical reactions. Most people caught in a disaster usually feel confused and may not “act like themselves” for a while. They may tremble or feel numb. Immediately after the disaster, it is common to feel bewildered, shocked, and relieved to be alive.

To support individual recovery following an emergency event, VCC will deploy Crisis Intervention Teams according to VCC’s Post Emergency Intervention Policy and make arrangements for psychological support as needed.

5.2 Recovery and Business Continuity

To ensure an effective recovery process, VCC will develop a comprehensive Business Continuity Plan which will address the range of issues outlined above.

6 RELATED PLANS AND DOCUMENTS

Additional plans and documents will be developed through the life of this document and will be subject to review and amendment.

6.1 Support Plans

As they are developed, the following support plans will constitute appendices to VCC's Emergency Management Plans:

- Campus Evacuation Plans (Appendix H)
- Emergency Communications Plans (Appendix I)
- Emergency Social Services Plans (Appendix J)
- Facilities Management Plans (Appendix K)
- Departmental Response Plans
- Response Team Plans
- Recovery and Business Continuity Plans
- Training Plans and Materials (Appendix L)

6.2 Incident Specific Action Plans

As they are developed, the following Incident Specific Action Plans will be housed in an Annex 1 to VCC's Emergency Management Plan:

- Bomb Threat
- Suspicious Mails, Packages, and Materials
- Civil Disturbance
- Threatening/Violent Behaviour
- Active Lethal Force Assailant on Campus (ALFA)
- Fire
- Earthquake
- Severe Weather

6.3 Other Documents

As they are developed, the following documents will constitute appendixes to VCC's Emergency Management Plan:

- Emergency Contacts and Call-Out Lists
- Resource Directory and List (Supplies, Equipment and Services)
- Mutual Aid, Supplier, and Service Agreements
- Forms, Checklists, and Documentation

7 Appendix A - DESIGNATED RESPONSE PERSONNEL

7.1 EOC Executive| Policy Group

	Primary	First Alternate	Second Alternate
Board of Governors	Board Chair	Board Vice Chair	Board Chair Governance
VCC President	Peter Nunoda <i>President CEO</i>	Kathryn McNaughton <i>VP Academic Student & Research</i>	
VCC Exec. Member	Shannon Railton <i>VP People & Culture</i>	Karen Wilson <i>Executive Director Marketing Communications</i>	
Policy Group Coordinator	Nicole Degagne <i>Coordinator Curriculum & Policy</i>	Keri Zwicker <i>Executive Assistant President Office</i>	

7.2 EOC Management Staff

	Primary	First Alternate	Second Alternate
EOC Director	Marlene Kowalski <i>VP Administration & CFO</i>	Surinder Aulakh <i>Director Safety Security Risk Management</i>	
Scribe Unit Coordinator	Ria Salonga <i>Coordinator, Safety Security</i>	Deb Lucas <i>Executive Assistant Board</i>	
Risk Management Officer	Surinder Aulakh <i>Director Safety Security Risk Management</i>	Clodine Sartori <i>Director HR</i>	
Liaison Officer	Christie MacDonald <i>Labour & Employ Counsel</i>	Kei Ikeda <i>Coordinator, Facilities Projects</i>	
Communication Officer	Karen Wilson <i>Executive Director Marketing Communications</i>	Amanda Hardy <i>Manager Marketing Communications</i>	

7.3 EOC Operations Section

	Primary	First Alternate	Second Alternate
Section Chief	Jerry Guspie <i>Director Facilities Management</i>	Ross McPherson <i>Associate Director Facilities Management</i>	Sherri Han <i>Manager Capital Projects</i>
Incident Commander	Steve Horn (DTN) Stephen Burns(BWY) <i>Facilities Managers</i>	Josh Johnson Ron Singh <i>Building Managers</i>	Security Officers
Safety Security Unit Coordinator	Emergency Response Team ^{1*}	Building Response Team ^{2*}	Security Officers
Emergency Social Services Unit Coordinator	Jane Shin <i>Dean Student Development</i>	Soleille Cyr <i>Director Commercial Services</i>	Dave Stevenson <i>Manager Student Development</i>
Medical Services Unit Coordinator	Jo-Ellen Zakoor <i>Dean Health Sciences</i>	Suzanne Touahria <i>Department Head Nursing</i>	Judy Christie <i>Department Head Continuing Care</i>

7.4 EOC Planning Section

	Primary	First Alternate	Second Alternate
Section Chief	Dave McMullen <i>Registrar</i>	Brian Beacham <i>Director IR</i>	Gordon McIvor <i>Dean CS</i>
Resource Unit Coordinator	Shirley Lew <i>Dean Library Teaching Learning</i>	Denis Seremba <i>Associate Registrar Admission</i>	Les Apouchtine <i>Associate Registrar Records</i>
Recovery Unit Coordinator	Dennis Innes <i>Dean Hospitality Food & Business</i>	Brett Griffiths <i>Dean Trades Tech & Design</i>	David Wells <i>Dean Arts & Science</i>
Documentation Unit Coordinator	Danielle Somogyi <i>HR Office Manager</i>	Jeff Sung <i>HR Systems Administrator</i>	Nancy Nesbitt <i>Director Foundation</i>

¹ Service Manager/Transportation Trades/Security/Building and Facilities Managers/Department Personnel

² Area Wardens/Assistance Monitors, etc.

* Assigned at EOC activation

7.5 EOC Logistics Section

	Primary	First Alternate	Second Alternate
Section Chief	Elmer Wansink <i>Chief Information Officer</i>	Trevor Maddern <i>Director Purchasing</i>	Andrey Chernousov <i>Manager IT Security</i>
Personnel Unit Coordinator	Darlene Hodsgon <i>Associate Director HRIS Employee Services</i>	Phoebe Chan <i>Specialist Health & Disability</i>	Roy Song <i>Coordinator, OHS</i>
Information Technology Unit Coordinator	Peter Gregorowicz <i>Assoc. Director Network & Client Services</i>	Norman Chang <i>Assoc. Director IT</i>	Raul Velasquez <i>Manager IT Projects</i>
Supplies & Purchasing Unit Coordinator	Florentina Vasilescu <i>Supervisor Procure & Contract Development</i>	Shanez Hirji <i>Purchasing Manager</i>	Patrick Chung <i>Buyer</i>

7.6 EOC Finance and Administration Section

	Primary	First Alternate	Second Alternate
Section Chief	Jamie Choi <i>Director Financial Services</i>	Jose Arelleno <i>Manager Financial Reporting 2</i>	Jag Mundi <i>Budget & Financial Planning Analyst</i>
Costs, Payroll, Compensation Unit Coordinator	Margaret Otto <i>Associate Director Financial Services</i>	Andrew Frias <i>Manager Accounting Services</i>	Andre Duinkerke <i>Manager Financial Planning Project</i>
Time and Resource Accounting Unit Coordinator	Belinda Palvino <i>Manager Payroll Services</i>	Jessica Butt <i>Project Administrator Executive Office</i>	Maryann Lyshaug <i>Payroll Specialist</i>

7.7 EOC Organizational Structure

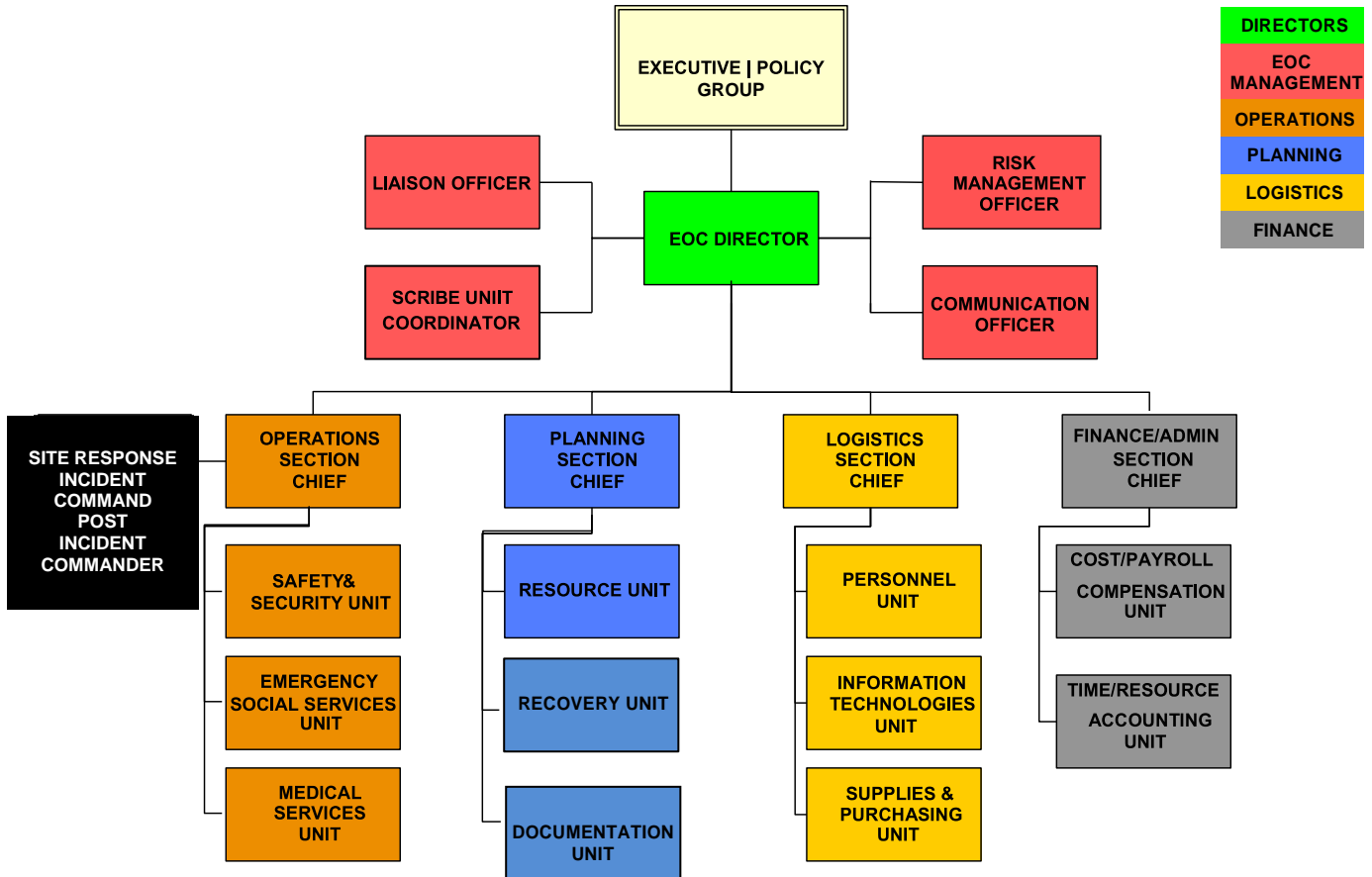


FIGURE 2

7.8 Internal Other Contacts

	Contact Name	Number
CUPE	Deanne Bates Chris Joyce	DTN: 778.321.4627 BWY: 778.321.7261
VCCFA	Karen Shortt Frank Cosco	604.992.1464 604.862.0412
SUVCC	Valerie Skalicky	executivedirector@suvcc.ca v.skalicky@suvcc.ca

7.9 External Other Contacts

	Contact Name	Number
Vancouver Police Dept.	Non Emergency Hotline	604.717.3321
Vancouver Fire Dept.	Capt. Brian Harvey	604.873.7029
Paladin Security	Alan Khan	604.630.3914 778.838.0237
City of Vancouver	Patrick Ryan	604.871.7011
Alarm Monitoring	Fusion Security	778.371.7376

8 Appendix B - EMERGENCY MANAGEMENT COMMITTEE

8.1 Emergency Management Committee Terms of Reference

Purpose

VCC's Emergency Management Committee (EMC) objectives are to oversee the health and safety of the VCC Community in the event of an emergency; protect College properties and restore college operations following an emergency. The Emergency Management Committee will set policy direction for emergency preparedness, response and recovery planning and review the program annually.

8.2 Committee Membership

- VP, Administration/CFO or delegate (Chair)
- VP, Academic Students & Research
- Executive Assistant VP, Administration/CFO
- Director, Facilities
- Director of Safety Security and Risk Management
- Dean of Student Development
- Executive Director, Marketing & Communications
- Chief Information Officer
- Associate Director Commercial Service
- CUPE representative
- FA representative
- SUVCC representative

8.3 Accountability

The Emergency Management Committee will make recommendations to the President. The President shall provide an annual report on the committee's activities to the Board of Governors, outlining the accomplishments, work in progress and plans for the upcoming year.

8.4 Frequency of Committee Meetings

The Emergency Management Committee will meet a minimum of twice per year or at the call of the Chair.

8.5 Committee Structure

The VP of Administration/ CFO shall appoint committee members and a Chair. The Chair will call meetings of the Committee as necessary.

Minutes shall be kept of all meetings and retained by the VP of Administration/ CFO's Office.

Mandate

1. Ensure the development of policies, plans, and guidelines for emergency preparedness and response, and recovery activities by all members of the College community.
2. Ensure the development of the College's Emergency Response Plan.
3. Advise on current and future needs for emergency preparedness activities of the College including, but not limited to, materials, facilities upgrades, risk assessments, training and delegation of responsibilities.
4. Identify and recommend prioritization of funding for emergency planning issues and items.
5. Establish and oversee the activities of Emergency Management sub-committee and working group as required.
6. Advise on training needs and programs for employees and students. This would include, but is not limited to, topics of emergency preparedness, hazards, emergency operations, response procedures and recovery and mitigation strategies.
7. Review the progress and evaluate the effectiveness of emergency preparedness measures and projects undertaken by the College community.
8. Review new and current legislation related to emergency preparedness and planning, and assess the impact on the College.
9. Review the need for Mutual Aid Agreements with municipalities and other groups.
10. Review VCC's Emergency Program and Emergency Plan on an annual basis or more frequently as required.
11. Liaise with College Committees, including the Joint Occupational Health and Safety Committee, as needed.

8.6 Emergency Management Working Group Terms of Reference

Committee Name:	Emergency Management Working Group (EMWG)
Type:	Working Group
Chairperson:	Director Safety Security/Risk Management
Responsible To:	Operations Council
Purpose:	VCC's Emergency Management Working Group (EMWG) objectives are to oversee the health/safety and security, including cyber security, of the VCC community in the event of an emergency, protect the College property and restore College operations following an emergency.
Duties:	The Emergency Management Working Group will advise on operational direction for emergency preparedness, response and recovery planning, Building Response Team operations and review the program annually.
Authority:	Operations Council
Timeframes and Reporting:	The Emergency Management Working Group will meet at minimum of four per year or at the call of the Chair.
Membership:	D. Safety and Security (Chair), CUPE representative, FA representative, SUVCC representative, Marketing & Communications representative, Associate Director Facilities, D. Human Resources or delegate, D. Information Technologies, and D. Library Services.
Length of Term:	2 years
Quorum:	5 members
Other Resources:	Safety Coordinator (Secretary)
Notes:	Minutes shall be kept of all meetings and retained by the Director Safety/Security Risk Management Office. A summary of meetings minutes will be presented at the next Operation Council.
Without Prejudice Space:	TBD
Communication with Council:	The Emergency Management Working Group will make recommendation to Operations Council. The Operations Council Chair shall provide an annual report on the working group's activities to the College Senior Team, outlining the accomplishments, work in progress and plans for the upcoming year.

9 Appendix C - EOC ACTIVATION PROCEDURES

9.1 EOC Activation

If an event occurs or appears imminent, a determination must be made regarding activation of the EOC.

1. The Incident Commander notifies the Director of Safety Security or first available administrator as to the nature of the emergency and possible need of EOC activation.
2. The EOC Director will notify the Director, Facilities and determine if EOC activation is required.
3. In the absence of the EOC Director, the first available senior administrator will contact the Director, Facilities Management and determine EOC activation.
4. The EOC Director or first available senior administrator will proceed as outlined below.

EOC not activated

If it is determined that the EOC will not be activated, the incident response will fall to the Director, Facilities Management.

9.2 Partial EOC Activation

If it is determined that sections of the EOC will be activated (Level 1 and Level 2):

1. The Director of Safety Security and Risk Management will act as Emergency Operations Centre Director and proceed to the EOC.
2. In the absence of the Director Safety Security and Risk Management, the first available senior administrator will act as EOC Director.
3. The EOC Director will instruct the Director, Facilities Management to proceed to the EOC.
4. The EOC Director and the Director, Facilities Management will determine which section teams will be called out.
5. The EOC Director and the Director, Facilities Management will notify relevant Section Chiefs of the EOC activation.
6. Section Chiefs will immediately notify their section team and report to the EOC.
7. Section teams will report to the EOC as directed.
8. The President or designate will notify the College Board, members of the College Executive and senior administrators of the EOC activation and any relevant response activities.

9.3 Full EOC Activation

If it is determined that the EOC will be activated in full (Level 3):

1. The Director Safety Security and Risk Management will assume the role of Emergency Operations Centre Director.
2. In the absence of the Director Safety Security and Risk Management, the first available senior administrator will act as EOC Director.
3. The EOC Director and the Director, Facilities Management will notify Section Chiefs and report to the EOC.
4. Section Chiefs will immediately notify the section team and report to the EOC.
5. Section teams will report to the EOC as directed.
6. The President or designate will notify the College Board, members of the College Executive and senior administrators.

9.4 EOC Deactivation

Activated sections of the EOC will remain operational until deactivated by the EOC Director following consultation with the President or designate.

10.1 Executive | Policy Group

10.1.1 President (or Designate)

Responsibilities:

- Set emergency-related expenditure limits.
- Provide policy direction and other support to the EOC Director.
- Act as spokesperson for the College, as required.

Operational Phase:

- Consult with EOC Director as to the status of the emergency.
- Consult with EOC Director and/or legal advisors regarding potential legal issues.
- Consult with the EOC Director to determine the need for extraordinary resources and/or external assistance.
- Authorize as needed, new or temporary policy or other measures to address the emergency.
- Monitor and revise expenditure limits as needed.
- Attend briefing sessions with EOC Management Team as required.
- Attend briefing sessions with stakeholders as required.
- Convene meetings with the College Executive as required.
- Communicate with the VCC Board of Governors, government/ministry and related agencies as to the status of VCC's emergency response as appropriate.

Demobilization Phase:

- Authorize EOC deactivation.
- Ensure all emergency-related documentation has been compiled.
- Participate in post emergency debriefings.
- Authorize any follow-up measures in relation to the emergency.

10.1.2 College Executive

Responsibilities:

- Oversee VCC's response to an emergency.
- Oversee the implementation of business continuity plans to promote an expeditious return to normal business operations.
- Attend any meetings necessary to exercise any powers and take any action required to deal effectively with the emergency, facilitate recovery, and implement business continuity plans.

In addition, the College Executive will discuss methods to:

- Mitigate the long-term effects of an emergency on VCC's operations.
- Expedite the restoration of services and facilities after a major emergency.
- Coordinate its efforts with the Emergency Operation Centre Director.

10.2 EOC Management Staff

10.2.1 EOC Director

Reports to: President and College Executive

Responsibilities:

1. Ensure the Emergency Operations Centre is operational.
2. Oversee overall management of an emergency response.
3. Maintain effective working relationship with all response agencies at the site of the emergency.
4. Oversee all incident operations at the incident site.

Operational Phase:

- Report as soon as possible to the Emergency Operation Centre.
- Coordinate activities of the Emergency Operations Centre.
- Activate all applicable response plans.
- Initiate all actions requiring the mobilization, prioritization and deployment of resources.
- Assess the situation, set priorities, assign tasks, and select tactics that seem best suited to address problems and mitigate the effects of the emergency.
- Endeavour to keep the Emergency Operations Centre and the Emergency Management Team informed on developments as they occur at the emergency site.
- Request assistance, resources and support as required from senior levels of government, municipalities, and non-government organizations, including the Provincial Regional Emergency Operation Centre.
- Keep the President apprised of the overall situation.
- In consultation with the Communication Officer, hold press conferences as required and give the media information for dissemination to the public.
- Organize critical incident debriefing or personalize counselling to responders as necessary.
- Maintain a chronological log of events on a briefing report, reporting all pertinent decision and actions taken by response personnel.

Demobilization Phase:

- Consult with the President or designate on EOC deactivation and any other response plans that were implemented.
- Deactivate the Emergency Operations Centre.
- Advise all personnel and response agencies accordingly, including any applicable municipalities and the Provincial Regional Emergency Operations Centre of EOC deactivation.
- Initiate and oversee the preparation of casualty and damage reports.
- Arrange debriefing sessions with each affected department and all other participating organizations to receive comments on how VCC's emergency response capability might be improved and review same with the Emergency Management Committee.
- Subject to the President's direction, take such actions as the College Executive considers appropriate for the purpose of recovery, business continuity, and reconstruction of VCC, as applicable, including restoration of services and infrastructure.

10.2.2 Scribe Unit Coordinator

Reports to: EOC Director

Responsibilities:

1. Provide support to the EOC Director and the Emergency Management Team.
2. Assume the role of Director when the EOC Director is absent from the EOC.
3. Ensure information flow within the Centre.
4. Track and prioritize resource requests.
5. Organize tasks that are necessary for responding to a major emergency.
6. Direct the performance of any tasks required for the return to normal business operations.
7. Special assignments as required by the Director.

Operational Phase:

- Report as soon as possible to the Emergency Operations Centre.
- Inspect the Emergency Operations Centre to assess its operational functionality.
- Provide direction in initiating all applicable plans and taking action considered necessary or appropriate under those plans.
- Monitor the situation as it develops and provide whatever assistance may be required for the duration of the emergency.
- Communicate with the EOC Director and Emergency Management Team in an effort to keep all personnel appropriately informed as the response to the emergency progresses.
- Maintain a chronological log of events and prepare briefing reports.

Demobilization Phase:

- Perform or arrange for debriefings as soon as possible after an emergency.
- Assess, together with the rest of the Emergency Management Committee, the overall response to the emergency.
- Assist with the restoration of essential services to VCC.
- Coordinate final reports as required.

10.2.3 Risk Management Officer /Deputy Director

Reports to: EOC Director

Responsibilities:

1. Assess hazardous and unsafe situations.
2. Develop plans to protect personnel safety.
3. Manage potential risk.
4. Implement effective security measures.

Operational Phase:

- Report as soon as possible to the Emergency Operations Centre.
- Apprise the EOC Director and team members on safety and risk management issues and any actions that may be necessary to reduce loss and suffering.
- Coordinate an immediate assessment of affected areas and buildings.
- Coordinate efforts to control unnecessary access to unsafe areas or buildings.
- Monitor adherence to Occupational Health and Safety guidelines during the emergency.
- Identify and document risk and liability issues for VCC legal advisors.
- Facilitate or conduct investigations as necessary.
- Organize and prepare records for final audit.

Demobilization Phase:

- Assist EOC Director in de-activation of emergency activities
- Assist with the deactivation of the EOC
- Prepare post-emergency reports
- Assist in recovery operations

10.2.4 Liaison Officer

Reports to: EOC Director

Responsibilities:

1. Liaise with response agencies, local and provincial authorities and other stakeholders
2. Provide advice to the EOC Director on inter-agency cooperation
3. College legal counsel

Operational Phase:

- Report as soon as possible to the Emergency Operations Centre.
- Coordinate activities of all external response personnel.
- Coordinate agency representatives for inclusion in the EOC as needed.
- Establish and maintain communications with appropriate external agencies (i.e.: utilities, transportation, volunteer organizations etc.)
- Advise the EOC Director of critical information and requests involving external agencies.
- Participate in briefings with EOC personnel and external agency representatives.
- Assist the EOC Director and Scribe Unit Coordinator as needed.

Demobilization Phase:

- Advise external agency representatives of planned demobilization as appropriate
- Assist with the deactivation of the EOC
- Assist in recovery operations

10.2.5 Communication Officer

Reports to: EOC Director/ Scribe Unit Coordinator

Responsibilities:

1. Ensure the timely and accurate flow of information to VCC personnel, students, visitors, and the public.
2. Communicate with the media.
3. Assign duties and provide direction to Communications Officers and others within the Emergency Communication Centre.
4. Maintain and implement, as needed, the Emergency Communications Plans. (Appendix I)

Operational Phase:

- Report as soon as possible to the Emergency Operations Centre.
- Remain informed about emergency-related activities both at VCC and in the community.
- Establish distribution lists for communication with the Emergency Management Team.
- Establish and maintain internal and public communications.
- Apprise the EOC Director and Emergency Management Team regarding significant information prepared for release to the media.
- Direct VCC personnel, students, and visitors to coordinate with the Information Officer before releasing any information to the media.
- Collect information bulletins from authorized personnel who are responding to the emergency.
- Monitor radio and television broadcasts and newspaper articles regarding the emergency.
- Arrange media briefings and/or opportunities for the media to access the facility if appropriate.
- Maintain documents related to emergency communications.

Demobilization Phase:

- Prepare final news releases
- Initiate debrief meetings with the Emergency Communications Team and any other individuals involved in the preparation and dissemination of information to the media
- Communicate relevant information to the Emergency Management Committee
- Communicate follow-up plans to the VCC community and others. Assist in recovery operations as needed

10.3 EOC Operations Section

10.3.1 Operations Section Chief

Reports to: EOC Director/Scribe Unit Coordinator

Responsibilities:

1. Oversee front-line response to the emergency.
2. Coordinate and/or facilitate activities of external response personnel.
3. Maintain and implement, as needed, the Facilities Management Plans (Appendix K).

Operational Phase:

- Report to the Emergency Operations Centre.
- Monitor status of the emergency to assess ongoing response needs.
- Determine status and availability of waste storage and/or disposal.
- Determine potential exposures to hazardous material and impacts on air and water.
- Arrange for required equipment, supplies and personnel.
- Provide direction to, and maintain communication with the Security Coordinator and all Section chiefs.
- Oversee operations of the communications switchboard.
- Collaborate with the Emergency Social Services Coordinator, as required.
- Collaborate with Medical Services, as required.
- Activate the Facilities Management Plan, as required.
- Receive logistical needs requests (water, food, transportation, etc.) from the Incident Commander and issue resource request to the Supplies and Purchasing Unit Coordinator.

Demobilization Phase:

- Arrange for building, gas, plumbing and electrical personnel to inspect buildings for damage and to determine the suitability for occupancy

- Inspect infrastructures for major damage
- Submit damage assessment reports, including damage estimates, to the Emergency Operations Centre
- Prioritize tasks so urgent work requirements may be initiated
- Identify work crews for call-out
- Contact suppliers of equipment, construction companies, private companies, contractors, and other of specialized resources, as required
- Disconnect, or make arrangements for the disconnection of, any services or utilities that may pose an immediate or potential hazard
- Assist utility companies, to the extent possible, with restoration of essential services
- Arrange for temporary storage, removal of debris, demolition of unsafe buildings on instructions from the Emergency Operations Centre
- Arrange for generators and portable emergency lighting as required
- Maintain a chronological log of events

10.3.2 Safety & Security Unit Coordinator

Reports to: Operations Section Chief

Responsibilities:

1. Coordinate security activities during an emergency.
2. Ensure campus security immediately post emergency.

Operational Phase:

- Report to the Emergency Operations Centre.
- Designate areas where medical teams and other support organizations can establish their operations or response centres.
- Coordinate traffic and crowd control procedures and plans.
- Assess resource requirements regarding personnel and equipment.
- Formulate, assign, and if required, reconcile priorities.

Demobilization Phase:

- Maintain or increase monitoring and surveillance of VCC campuses
- Implement crime prevention strategies
- Cooperate with official agencies in any investigations that may be carried out and assist law enforcement personnel as required
- Initiate and/or participate in debriefings, the preparation and submission of reports, and any legal matters that may require attention or follow-up
- Provide reports to the Emergency Management Committee
- Assist in recovery operations as needed

10.3.3 Emergency Social Services Coordinator

Reports to: Operations Section Chief

Responsibilities:

1. Ensure support for basic emotional and physical needs of VCC personnel, students and visitors.
2. Collaborate with the City of Vancouver Emergency Social Services Coordinator, the Provincial Regional Emergency Operations Centre and other agencies as required.
3. Maintain and implement as needed, the Emergency Social Services Plans (Appendix J)

Operational Phase:

- Report to the Emergency Operations Centre.
- Implement the Emergency Social Services Plan/sub plans as necessary.
- Designate buildings and/or rooms to serve as emergency reception centres for evacuees.
- Identify and equip locations for emergency reception centres.
- Arrange for purchase supplies needed for emergency reception centres and emergency food/beverage provision for VCC evacuees and responders.
- Coordinate transportation of necessary equipment and supplies during an emergency.
- Assign individuals to operate the emergency reception centres.
- Establish a centralized database of injured and/or hospitalized individuals.
- Respond to queries from relatives or friends of those affected by the emergency.

Demobilization Phase:

- Conduct post emergency debriefings
- In consultation with the Section Chief, assess effectiveness of the Emergency Social Services Plan
- Communicate outcomes to the Emergency Management Committee
- Assist in recovery operations as needed

10.3.4 Medical Services Coordinator

Reports to: Operations Section Chief

Responsibilities:

1. Oversee the deployment of medical and health resources as required.
2. Coordinate and provide direction to medical and/or first aid attendants.
3. Provide emergency medical assistance as required.

Operational Phase:

- Report to the Emergency Operations Centre.
- Consult with the EOC Director to formulate plans for the overall emergency medical response.
- Respond to requests from the Emergency Management Team to assist with medical matters related to the emergency.
- Manage the Emergency Triage Depot if required.
- Provide direction and support to First Aid Attendants.
- Record all pertinent decisions and actions taken, and maintain a chronological log of events on a briefing report.

Demobilization Phase:

- Participate in a debriefing to determine if, in light of the response to the emergency, procedures can be improved
- Record all pertinent decisions and actions taken during the emergency, and maintain a chronological log of events on a briefing report
- Submit the report to the Emergency Management Committee

10.4 EOC Planning Section

10.4.1 Planning Section Chief

Reports to: EOC Director/Scribe Unit Coordinator

Responsibilities:

1. Establish appropriate levels of organization and support for the Planning Section.
2. Conduct advanced planning activities.
3. Provide direction to personnel within the Section.
4. Apprise the EOC Director of significant issues related to situation planning.
5. Coordinate with other Sections to ensure adequate data collection and situation analysis.

Operational Phase:

- Report to the Emergency Operations Centre.
- Ensure all documentation and situation reports are completed and status boards are posted and current.
- Ensure the Communication Officer has full access to all situation data.
- Consult with Section personnel regarding situation planning priorities.
- Advise the EOC Director on situation planning priorities.

Demobilization Phase:

- Ensure demobilization plan is completed, approved by the EOC Director and distributed to all Sections
- Ensure all documents and logs are completed
- Ensure all expenditures and financial claims are forwarded to the Finance and Admin Section
- Oversee implementation of Recovery Plan
- Assist in deactivating the EOC

10.4.2 Resource Unit Coordinator

Reports to: Planning Section Chief

Responsibilities:

1. Track equipment and resources deployed throughout the operation.

Operational Phase:

- Report to the Emergency Operations Centre.
- Obtain copies of critical resource requests from the Operations and Logistics Sections.
- Post resource requests and track to ensure fulfillment.
- Coordinate with other Sections as appropriate to maintain up-to-date tracking logs.

Demobilization Phase:

- Ensure all documents and logs are completed
- Ensure all expenditures and financial claims are forwarded to the Finance and Admin Section
- Prepare final reports
- Assist in deactivating the EOC
- Assist in recovery operations as needed

10.4.3 Recovery Unit Coordinator

Reports to: Planning Section Chief

Responsibilities:

1. Assess the requirements for assistance for community and individual recovery from a major emergency or disaster.
2. Identify immediate steps (short-term relief efforts) that can be taken to initiate and speed recovery within the area.
3. Anticipate actions required over the long term to restore operations and return the college to pre-emergency conditions.
4. Supervise the Recovery Unit and all recovery operations unless otherwise directed by the Planning Section Chief.

Operational Phase:

- Report to EOC and obtain current situation briefing from Planning Section Chief.
- Establish and maintain position log and other necessary files.
- Coordinate with the liaison Officer and other disaster assistance agencies to coordinate the recovery process.
- Ensure that short-term relief efforts such as: interim housing, counselling, utility restoration, debris removal, building safety inspections, and etc. have been planned for and initiated.
- Prepare Recovery Plan, including actions required by priority, for recovery of public and private infrastructure, public and private property, mental health, public health, and the social economic fabric.
- Obtain EOC Director's approval of plan and disseminate to EOC Management Team.
- Coordinate recovery plans with Cost Accounting Unit.

Demobilization Phase:

- Determine demobilization status of the Recovery Unit and advise the Planning Section Chief.
- Complete all logs and documentation and forward to Documentation Unit.

- Ensure any open actions are assigned to appropriate Planning staff or other EOC sections for follow up.
- Ensure that all expenditures and financial claims have been coordinated through the Finance & Administration Section.
- Assist in deactivating the EOC.
- Assist in recovery operations as needed.

10.4.4 Documentation Unit Coordinator

Reports to: Planning Section Chief

Responsibilities:

1. Collect, organize, and file all completed event or disaster related forms, including: all position logs, Situation Reports, Action Plans and any other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the Situation Reports, Action Plan, and other documents, as requested.
4. Maintain a permanent archive of all Situation Reports and Action Plans associated with the event or disaster.
5. Supervise the Documentation Unit.

Operational Phase:

- Report to EOC and obtain a situation briefing from the Planning Section Chief.
- Maintain a position log and other relevant documentation.
- Meet with the Planning Section Chief and Risk Management Officer to determine what EOC materials should be maintained as official records.
- Initiate and maintain a roster and organization chart of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit.
- Meet with the Recovery Unit Coordinator to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Reproduce and distribute approved Situation Reports and Action Plans.
- Keep extra copies of reports and Plans available for special distribution as required.

- Set up and maintain document reproduction services for the EOC.

Demobilization Phase:

- Determine demobilization status of the Documentation Unit and advise the Planning Section Chief.
- Complete all logs and documentation.
- Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow up on.
- Assist in deactivating the EOC.
- Assist in recovery operations as needed

10.5 EOC Logistics Section

10.5.1 Logistics Section Chief

Reports to: EOC Director/Scribe Unit Coordinator

Responsibilities:

1. Provide necessary services, personnel, equipment, facilities, and other materials during an emergency.
2. Determine logistical needs for the EOC (water, food, transportation, accommodation, etc.) and issue resource requests to the Supplies and Purchasing Unit Coordinator. Consult with Emergency Social Services Coordinator in order to avoid possible duplication of effort.

Operational Phase:

- Report to the Emergency Operations Centre.
- Monitor status of the emergency to assess ongoing needs.
- Coordinate all logistical requirements.

Demobilization Phase:

- Assist in recovery operations as needed

10.5.2 Personnel Unit Coordinator

Reports to: Logistics Section Chief

Responsibilities:

1. Coordinate the deployment of VCC personnel during an emergency.
2. Ensure employee welling being during and after an emergency.
3. Facilitate employee training in emergency preparedness.
4. Maintain and implement as needed, the Personnel Management Plan

Operational Phase:

- Provide personnel as needed to support the activation and operation of the Emergency Operations Centre and emergency response.

- Coordinate the emergency mobilization and deployment of VCC personnel, volunteers, and contractors.
- Maintain personnel files.
- Liaise with the Finance Department on payroll matters.
- Coordinate Workers' Compensation Board claims arising from the emergency.
- Coordinate debriefing and other support to employees involved in emergency response and recovery.
- Ensure continuity of VCC personnel health and benefit plan.
- Inform unions about important employment-related issues arising from the emergency, including VCC's response to the emergency.

Demobilization Phase:

- Assist VCC departments to obtain additional human resources as may be needed following an emergency
- Inform unions about important employment-related issues arising from the emergency, including VCC's response to the emergency
- Offer support services to employees involved in emergency response and recovery
- Assist in recovery operations as needed

10.5.3 Information Technology Unit Coordinator

Reports to: Logistics Section Chief

Responsibilities:

1. Manage all technological services required to prepare for and respond to an emergency.

Operational Phase:

- Report to the Emergency Operations Centre
- Ensure telephones, computer equipment and fax machines are operational
- Consult with Supply and Purchasing as required

Demobilization Phase:

- Assist in deactivating the EOC
- Assist in recovery operations as needed

10.5.4 Supplies and Purchasing Unit Coordinator

Reports to: Logistics Section Chief

Responsibilities:

1. Manage all ordinary and extraordinary purchases in relation to the emergency.

Operational Phase:

- Collaborate with Information Technology Unit to facilitate continued telephone, computer and fax machine capabilities.
- Consult with Section Chiefs to obtain and fill resource requests.
- Provide relevant documentation to Resource Unit to facilitate effective record keeping.
- Advise the EOC Director on emergency purchases and spending.

Demobilization Phase:

- Ensure all expenditures and financial claims are forwarded to the Finance and Admin Section
- Ensure all records are completed

10.6 EOC Finance and Administration Section

10.6.1 Finance and Administration Section Chief

Reports to: EOC Director/Scribe Unit Coordinator

Responsibilities:

1. Administer financial activities in relation the emergency.
2. Manage costs associated with the response to and recovery from an emergency.
3. Advise the EOC Director on emergency spending, insurance claims, and other financial matters.

Operational Phase:

- Report to the Emergency Operations Centre
- Record costs
- Provide any financial advice or assistance required
- Maintain complete and accurate records of financial information
- Maintain estimates including the response to or recovery from the emergency
- Liaise with the provincial government, treasurers of municipalities, the Metro Vancouver , and any other external organizations as required regarding financial matters that arise as a result of the emergency
- Prepare and submit the appropriate documentation for recoverable costs from the federal, provincial government, or insurance carriers

10.6.2 Costs, Payroll, Compensation Unit Coordinator

Reports to: Finance Section Chief

Responsibilities:

1. Track and address all issues related to invoicing, payroll, and compensation.

Operational Phase:

- Attend to payment of invoices.
- Mobilize staff to resume payroll operations with a minimum of interruption.

Demobilization Phase:

- Attend to the settlement of claims arising from the emergency and the recovery period that follows

10.6.3 Time and Resources Accounting Unit Coordinator

Reports to: Finance Section Chief

Responsibilities:

1. Monitor and record hours worked by all VCC personnel involved in the emergency response.
2. Maintain accurate emergency related accounts.

Operational Phase:

- Audit accounts that are established to manage expenditures related to the emergency.
- Establish and administer an accounting system that records the time that is spent by VCC personnel involved in the response to the emergency.
- Keep an accounting of any monetary donations received from the public or other external sources.

Demobilization Phase:

- Ensure all records and logs are completed
- Assist in deactivation of the EOC
- Assist in recovery operations as needed

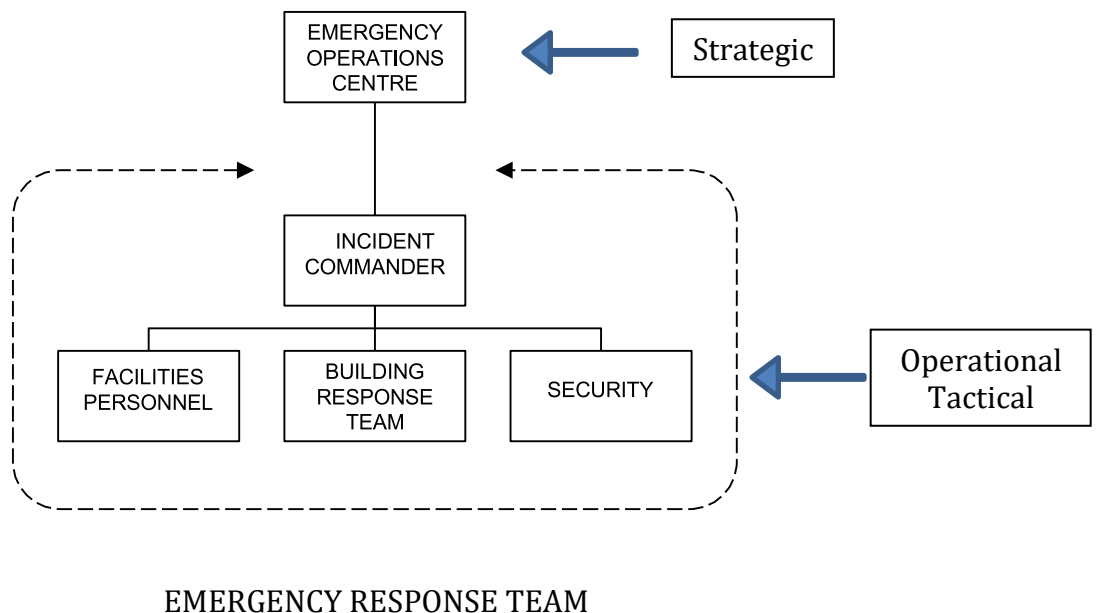
11 Appendix E – EMERGENCY RESPONSE TEAM PLAN

11.1 Emergency Response Team (ERT) Function

The Emergency Response Team (ERT) responds to emergencies at the VCC campuses. Their goal is to provide primary assessment and send information back to the Incident Commander Post and the Incident Commander who, in turn, reports to the VP Administration/CFO and the Emergency Operations Centre, if established.

The Emergency Operations Centre makes decisions based on that information received. Instructions for the ERT will be communicated from the Emergency Operations Centre to the Incident Commander and then to the ERT. Teams operate independently at the site level within the structure of their training.

Organizational Chart (ERT)



11.2 ERT Roles and Responsibilities

The ERT consists of an Incident Commander and team members (security personnel, facilities personnel, area wardens, assistance monitors and assembly area coordinators). The Incident Commander is responsible for the conduct, safety and roll call of all members under his or her command during the operation. Safety of all members is paramount.

Incident Commander

The Incident Commander is the on-site emergency individual who takes charge of the incident and is assigned at the time of the emergency. Any member of the College

community may be required to take charge of an incident temporarily until relieved of the responsibility by more senior college personnel. The Facilities Manager for each campus will normally assume responsibility for incident command during regular daytime business hours (07:00 to 16:30 M-F excluding statutory holidays). If the Facilities Manager is not on site during an incident, the most senior college personnel from the Facilities Department will assume this role.

Outside of regular daytime business hours and during weekends, or in the absence of Facilities Staff, Security will normally assume the role of Incident Commander.

Community-based Responders

As community-based responders (i.e., Fire, Police, and Ambulance) arrive on-site, a transfer of command will occur between the VCC Incident Commander and that of the responding agency. The VCC Incident Commander will then remain on site to coordinate the VCC Emergency Response Team in support of the community-based responders. The Incident Commander is responsible for directing all on-site activity. Incident objectives, strategies, and tactics for the emergency are formulated and directed from an Incident Command Post (see below).

Facilities and Security Personnel

In support of the Incident Commander, facilities and security personnel can be deployed at the time of the emergency to assist in evacuation, facilities management, fire suppression, light search and rescue, triage and first aid treatment in keeping with their training. Once an incident has occurred, facilities and security personnel will immediately report to the Incident Commander, either in person at the Incident Command Post, or else by radio, in order to receive direction concerning their role in the emergency response.

Building Response Team

- Area Wardens
- Assistance Monitors
- Assembly Area Coordinators

Incident Command Post

An Incident Command Post (ICP) is the location where emergency responders safely gather as needed to initiate response activity to an emergency situation. Site-level coordination with Police, Fire, and Ambulance occurs from the ICP. The designated ICPs for each campus are listed below:

Downtown Campus

Primary ICP – Pender Street Entrance

Alternate ICP – Dunsmuir and Hamilton Street Entrance

Broadway Campus- Building A

Primary ICP – Broadway Entrance

Alternate ICP – Alternate ICP will be 7th Avenue Entrance Building B

Broadway Campus- Building B

Primary ICP – 7th Avenue Entrance

Alternate ICP – Alternate ICP will be Broadway entrance Building A

Annacis Island Campus

Primary ICP- BCIT Emergency Depot 1608 Cliveden Dr. Delta

Alternate ICP- CT Training Compound

Reference: Appendix H – Campus Evacuation Plans

11.3 Response Levels

EMERGENCY LEVEL	EVENT OR SITUATION	MINIMUM STAFFING REQUIRED
<p>LEVEL 1</p> <p><i>Example:</i></p>	<ul style="list-style-type: none"> • Small event • Partial site • Limited evacuation • Managed with internal resources <p>Campus area becomes unavailable (due to a power outage, heat, fire, internal flood etc.)</p>	<ul style="list-style-type: none"> • Incident Commander • Building Response Team • Facilities Management Team • Fire Suppression Team*
<p>LEVEL 2</p> <p><i>Example:</i></p>	<ul style="list-style-type: none"> • Moderate event • Entire site • Full evacuation required • Some external resources and support required <p>Full campus shutdown (due to a fire, earthquake, severe weather, civil disturbance etc.)</p>	<ul style="list-style-type: none"> • Incident Commander • Building Response Team • Facilities management Team • Search and Rescue Team* • Triage Team* • First Aid Team*
<p>LEVEL 3</p> <p><i>Example:</i></p>	<ul style="list-style-type: none"> • Major event • Multiple sites • Full evacuation required • Adjoining community affected • External resources and support required <p>City or lower Mainland shutdown (due to an earthquake, chemical spill, major fire, terrorist attack, etc.). During Level 3, VCC personnel and facilities must be prepared to be self-sufficient for at least 72 hours as external assistance will be limited during this timeframe.</p>	<ul style="list-style-type: none"> • Incident Commander • Building Response Team • Facilities Management Team • Search and Rescue Team* • Triage Team* • First Aid Team*
<p>*dependent on the emergency situation</p>		

11.4 Response Procedures

All emergencies have six main phases:

1. Emergency occurs
2. Assessment/First Response
3. Action
4. Communication
5. Recovery and
6. Return to normal operations.

These six phases translate at each of the Emergency Levels into the following procedures:

Level 1

1. Emergency occurs
2. Security is alerted and an officer is dispatched
3. Security officer assesses the nature of the emergency and the response required, and confirms the Level 1 Emergency categorization. The security officer will continually monitor the level of emergency.
4. Security officer requests additional support as needed (e.g. Police, Fire, and Ambulance).
5. Security officer notifies Safety/ Security department of emergency situation and response needs.
6. Safety/ Security department designates an Incident Commander.
7. Incident Commander notifies Building Response Team to remain on standby via enunciators/ bull horns /radio messages.
8. Incident Commander moves to either the primary or alternate designated Incident Command Posts and gathers appropriate equipment from the Emergency Equipment Storage Locker.
9. All members of facilities department move to ICP to await instructions from IC and to pool radios.
10. Incident Commander designates personnel from the Facilities Management Team to be dispatched to the emergency site.
11. Based upon information from the Facilities Management Team, the Incident Commander assesses the situation and, in accordance with the Emergency Management Incident Specific Action Plans:

- a. Decides whether evacuation should be ordered.
- b. Assigns and directs teams and/or individuals as required by the situation.
12. Incident Commander notifies the Director Safety and Security or first available senior administrator as to the nature of the emergency and possible need for EOC activation.
13. EOC established as required.
14. Emergency assistance is rendered as required.
15. Incident Commander reports EOC Director Communication Officer on-going status of emergency.
16. Communications to the College community, external media or members of the public are released through the Communication Officer.
17. College response is rendered as required and emergency ends.
18. Return to normal operations.

Level 2

1. Emergency occurs.
2. Security is alerted and an officer is dispatched.
3. Security officer assesses the nature of the emergency and the response required, and confirms the Level 2 Emergency categorization. The security officer will continually monitor the level of emergency.
4. Security officer requests additional support as needed (e.g. Police, Fire, and Ambulance).
5. Security officer notifies Safety/ Security department of emergency situation and response needs.
6. Director Safety and Security designates an Incident Commander.
7. Incident Commander notifies Building Response Team to remain on standby.
8. Incident Commander moves to either the primary or alternate designated Incident Command Posts and gathers appropriate equipment from the Emergency Equipment Storage Locker.
9. All members of facilities department move to ICP to await instructions from IC and to pool radios.
10. Incident Commander designates personnel from the Facilities Management Team to be dispatched to the emergency site.
11. Based upon information from the Facilities Management Team, the Incident Commander assesses the situation and, in accordance with the Emergency Management Incident Specific Action Plans:
 - a. Decides whether evacuation should be ordered.

- b. Assigns and directs teams and/or individuals as required by the situation.
12. Incident Commander notifies the Director Safety/ Security or first available senior administrator as to the nature of the emergency and possible need for EOC activation.
13. EOC established as required
14. Incident Commander determines that the emergency response required is beyond the capabilities of the Emergency Response Team and contacts the EOC Director.
15. Emergency response is rendered as required.
16. EOC Director determine if additional staff or members of the EOC are required to manage emergency response or recovery operations.
17. The EOC Director notify the President.
18. Incident Commander reports to EOC Director and Communication Officer on-going status of emergency.
19. Communications to the College community, external media or members of the public are released through the Director, Marketing and Communications (Communication Officer).
20. Recovery phase begins, as managed by the EOC Director or designate.
21. Return to normal operations.

Level 3

1. Emergency occurs.
2. Security is alerted and an officer is dispatched.
3. Security officer assesses the nature of the emergency and the response required, and confirms the Level 3 Emergency categorization. The security officer will continually monitor the level of emergency.
4. Security officer requests additional support as needed (e.g. Police, Fire, and Ambulance).
5. Security officer notifies Safety and Security Department of emergency situation and response needs.
6. Safety and Security Department designates an Incident Commander.
7. Incident Commander notifies Building Response Team to remain on standby.
8. Incident Commander moves to either the primary or alternate designated Incident Command Posts and gathers appropriate equipment from the Emergency Equipment Storage Locker.
9. All members of facilities department move to ICP to await instructions from IC and to pool radios.
10. Incident Commander designates personnel from the Facilities Management Team to be dispatched to the emergency site.

11. Based upon information from the Facilities Management Team, the Incident Commander assesses the situation and, in accordance with the Emergency Management Incident Specific Action Plans:
 - a. Decides whether evacuation should be ordered.
 - b. Assigns and directs teams and/or individuals as required by the situation.
12. Incident Commander notifies the Director Safety and Security or first available senior administrator as to the nature of the emergency and possible need for EOC activation.
13. EOC Director activate EOC and members of the Emergency Operations Centre Management Team join the EOC.
14. The EOC Director notify the President.
15. Emergency response is rendered as required.
16. Communications to the College community, external media or members of the public are released through the Director, Marketing and Communications (Communication Officer).
17. Recovery phase begins, as managed by the EOC Director or designate.
18. Return to normal operations.

11.5 Recovery Phase

Post Emergency Intervention

This phase recognizes that emergencies may have short-and long-term social and psychological effects that impair the ability of staff and students to function properly, even though physical evidence of the event is no longer evident. Accordingly, crisis counselling will be offered as required to those directly involved in or affected by a traumatic event. This service will be arranged by the EOC.

Specialized Responses

In departments or areas where specialized emergency responses are required (e.g. response to hazardous conditions, emergency in restricted areas etc.), the Director, Facilities must be advised and provided with any existing response protocols.

Plan and Procedure Review

In addition, the recovery phase will also include a review of the College's response to the emergency to determine the effectiveness of the emergency plan, response and recovery operations, and to prepare for any external inquiries prompted, or likely to be prompted, from the event. The recovery phase for major emergencies may be quite long in duration.

ERT Training

Each member of the Emergency Response Team will participate in appropriate training or exercises, as required or needed.

11.6 Communications

In any emergency, the EOC Director is responsible for providing direction to the Director, Marketing and Communications for all matters pertaining to external communication.

External Communications

The Communications Officer will manage all media and external communications.

Internal Communications

The Communication Officer will appoint a member of the Marketing and Communications Department or other knowledgeable staff member, or member of a department affected by the emergency to manage internal communications.

Emergency Response Management Communications

Emergency Response Teams will utilize Motorola VHF hand held radios or ICOM VHF hand held radio's as their primary means of communications during an incident or emergency. Once an incident has occurred that requires emergency response, all staff with radios will turn to Channel 1 (Security) to send and receive instructions from the IC. Throughout the emergency response, channels 2 and 3 will be used as 'talk' channels to keep channel 1 clear for essential information.

11.7 Evaluation

This plan will be reviewed every year, or after any major emergency on campus.

Next review: June 2019

**12 Appendix F – EMERGENCY RESPONSE TEAM ROLES &
RESPONSIBILITIES**

12.1 Incident Commander

Reports to: Operations Section Chief

Responsibilities:

1. Provide direction and support to Emergency Response Team.
2. Coordinate all site-level activity in relation to the emergency response.
3. Ensure the safe evacuation/shelter-in-place of building occupants.

Operational Phase:

- Verifies the emergency via radio
- Established an Incident Command Post (ICP)
- Dispatch personnel to the zone or area of the emergency
- Receives information from Facilities Personnel, Assembly Area Coordinator, etc.
- Communicate findings to Director of Safety and Security and Director of Facilities Management
- Communicate findings to the EOC, if activated
- Coordinate and direct activities of on-site Emergency Response Team until the arrival of competent authority.
- Undertake initial assessment of the scene and determines appropriate course of action for team members.
- Assign team member roles if not already assigned and ensures team accountability.
- Check team members prior to deployment to ensure they are safe and equipped for the operation.
- Designate safe or unsafe building areas.
- Designate triage area, treatment area, and temporary morgue if required.
- Designate emergency vehicle traffic routes.
- Determine logistical needs (water, food, medical supplies, transportation, equipment, etc.) and communicate these needs to the Operations Section Chief.
- Collect data and prepare reports on the operation and victims.

- Coordinate activities with the Operations Section Chief and the EOC Director if the EOC has been established.

12.2 Building Response Team (BRT)

The BRT is comprised of the following:

- BRT Coordinator (if required)
- Assembly Area Coordinators
- Area Warden Team Leaders
- Area Wardens
- Assistance Monitors

12.3 BRT Coordinator (if activated)

Reports to: Incident Commander

Responsibilities:

1. To coordinate all activities of the BRT.
2. Assist in the safe evacuation and/or shelter-in-place of occupants following
3. VCC's evacuation procedures.
4. Other duties as assigned.

12.4 Assembly Area Coordinator

Reports to: Incident Commander (BRT Coordinator if activated)

Responsibilities:

- Proceed to the assembly area.
- Receive the evacuation reports from the Area Wardens
- Document any problems that might have been experienced during evacuation.
- Notify the Incident Commander via radio/cellular phone when the evacuees have arrived at the assembly area and count has been confirmed by the Area Warden.

- In the event of overcrowding, direct evacuee to alternate assembly areas.
- Notify evacuees if and when it is safe to return to the building.
- Perform other tasks as directed by the Incident Commander.

12.5 Area Warden Team Leader

Reports to: Assembly Area Coordinator

Responsibilities:

- Respond to the zone or area of the emergency.
- Assist Area Wardens in the orderly evacuation/shelter-in-place of occupants.
- Deploy Assistance Monitors as required to aid in the evacuation of persons with disabilities.
- Receive confirmation from Area Wardens that all occupants are accounted.
- Report evacuation outcomes to the Assembly Area Coordinator.
- Perform other tasks as directed by the Incident Commander (or BRT Coordinator if activated).

12.6 Area Warden

Reports to: Area Warden Team Leader

Responsibilities:

- Respond to the zone or area of the emergency.
- Supervise occupants in an orderly evacuation/shelter-in-place.
- Confirm all occupants are accounted for and report evacuation outcomes to the Team Leader.
- Communicate with the Team Leader the disposition of any persons requiring assistance.
- Perform other tasks as directed by the Team Leader.

12.7 Assistance Monitor

Reports to: Area Warden Team Leader

Responsibilities:

- Respond to the zone or area of the emergency.
- Provide assistance to persons with disabilities to evacuate, shelter-in-place or into designated refuge areas.
- Maintain communication with the Team Leader as to the status of any individuals requiring assistance.
- Perform other tasks as directed by the Team Leader.

12.8 Facilities Management Team

Reports to: Incident Commander

Responsibilities:

1. Attend to all facilities-related concerns arising from the incident.
2. Assist in implementing site-level response.

Operational Phase:

- Work under the direction of the Incident Commander.
- Disconnect, or make arrangements for the disconnection of, any services or utilities that are considered to be an immediate or potential hazard.
- Arrange for generators and portable emergency lighting as required.
- Assist in establishing triage and first aid areas and temporary morgue if required.
- Inspect all major infrastructures for damage and determine suitability of buildings for occupancy.
- Undertake damage mitigation, repairs and/or clean up as required and safe to do so.
- Implement Facilities Management Plan as required.
- Other duties as assigned.
- Communicate with the Incident Commander.

12.9 Security Team

Reports to: Incident Commander

Responsibilities:

1. Attend to all security-related concerns arising from the incident.
2. Assist in implementing site-level response as required.

Operational Phase:

- Work under the direction of the Incident Commander.
- Establish viability of evacuation routes.
- Assist in establishing triage and first aid areas and temporary morgue if required.
- Monitor emergency vehicle traffic routes.
- Assist with traffic and crowd control procedures and plans as required including:
 - Establish and secure, to the extent possible, the perimeters, cordoning the site if necessary.
 - Establish safety and security precautions considered necessary; and
 - Establish traffic control points to attempt to facilitate the exclusive use of access routes by emergency vehicles.
 - Other duties as assigned.

The following Teams will be created by the Incident Commander depending upon the nature of the emergency:

12.10 Fire Suppression Team

- Work under the direction of the Incident Commander to suppress small fires in designated work areas or as needed.
- When not accomplishing their primary mission, assist the Search and Rescue Team or Triage Team.
- Assist in evacuation and transport as needed.
- Other duties as assigned.
- Communicate with Incident Commander.

12.11 Search and Rescue Team

- Work under the direction of the Incident Commander, searching for and providing rescue of victims as is prudent under the conditions.
- When not accomplishing their primary mission, assist the Fire Suppression Team or Triage Team as needed.
- Assist in evacuation and transport as needed.
- Other duties as assigned.
- Communicate with Incident Commander.

12.12 Triage Team

- Work under the direction of the Incident Commander, providing START¹ triage for victims found at the scene.
- Mark victims with category of injury per the standard operating procedures.
- When not accomplishing their primary mission, assist the Fire Suppression Team or Search and Rescue Team as needed.
- Other duties as assigned.
- Communicate with Incident Commander.

12.13 First Aid Team

- Work under the direction of the Incident Commander.
- Provide first aid treatment to victims within the scope of their training.
- When not accomplishing their primary mission, assist the Fire Suppression Team or Triage Team as needed.
- Other duties as assigned.
- Communicate with the Incident Commander.

¹ **START** is an acronym for **S**imple **T**riage and **R**apid **T**reatment, and is defined as being a method that first responders use to effectively and efficiently evaluate all of the victims during a mass casualty incident.

13 Appendix G – EVACUATION AND SHELTER-IN-PLACE

13.1 Evacuation and Shelter-In-Place¹

Evacuation procedures are designated as FULL and PARTIAL. Detailed procedures are found on the following pages.

Full Evacuation

- An emergency event requiring immediate evacuation of the building will be ordered by the Incident Commander (Facilities Manager, Building Manager, , Associate Director, Facilities or the Director, or Security Officers)will communicate the event to the EOC Director
- The evacuation notice will be communicated to the building occupants via the Emergency Alarm system.
- The Incident Commander will notify external response personnel (fire/police).
- Upon sounding the emergency alarm, all members of the Building Response Team will follow the FULL Evacuation Procedures.

Partial Evacuation

- An emergency event requiring partial evacuation will be ordered by the Incident Commander (Facilities Manager, Building Manager, Associate Director Facilities or the Director, Facilities, or Security Officer).
- The Incident Commander will communicate the event to the EOC Director.
- If required, the Incident Commander will notify external response personnel (fire/police).
- The Incident Commander in consultation with the Director, Facilities if possible, will determine which areas of the campus must be evacuated.
- The Incident Commander will notify relevant sections of the Building Response Team that a PARTIAL evacuation is in progress.
- The Building Response Team will follow the PARTIAL Evacuation Procedures.

¹ This is a precaution aimed to keep you safe while remaining indoors. **Shelter-in-place** means selecting an interior room and taking refuge in that area restricting access to the room. Shelter-in-place may mean the same as lock down in some circumstances.

Emergency Shelter-In-Place

- In the event that safe evacuation is not possible, the Incident Commander will notify the Director Safety Security or EOC Director that an emergency Shelter-in-Place is required.
- The Building Response Team will follow the Emergency Shelter-in-Place Procedures.

Notification

- Immediately upon being notified of the requirement for evacuation (full, partial and/or shelter-in-place), the Incident Commander will notify the Director of Safety Security, Director of Facilities Management and/or EOC Director, who will notify the President or designate.

13.2 Full Evacuation Procedures

Occupants

Emergency alarm sounds:

- Gather all personal belongings.
- Shut all doors and proceed along corridors and in stairways in a quiet, orderly manner.
- In the absence of lighting, use the wall to guide you to the nearest exit.
- Follow the instructions of the Area Warden or designate and proceed in an orderly fashion to the nearest stairwell or exit.
- If the Area Warden is not present, proceed into the nearest safe stairwell or exit and out of the building to the assembly area.
- **Do not use the elevators.**
- Do not go back into the building for any reason until the alarm system is sounded.

Incident Commander

Emergency alarm sounds:

- Off-site monitoring centre calls Fire Department
- If it has not already been done, contact the Fire/Police Department by immediately dialing **9-911**.
- Proceed to the appropriate emergency supply cabinet and acquire designated equipment.
- Report to the Incident Command Post.
- Provide Fire/Police Department with name, exact address, nature of the emergency, nearest cross streets, call back phone number and any other information requested by the dispatcher.
- Contact Security to recall the elevators and lock them out of service.
- If safe to do so, dispatch Security Personnel to investigate the cause of the alarm.
- Provide additional instruction to Security Personnel as needed.
- Stand by for reports from Security Personnel, Area Wardens, Assistance Monitors and Assembly Area Coordinators.

- Record vital information and make it available to the Fire/Police on arrival. Information should include:
 - location of hazard
 - evacuated floors
 - floors with persons requiring assistance
 - any other relevant information

Building Response Team

Area Wardens, Assistance Monitors, Assembly Area Coordinators, and Security Personnel will proceed as follows:

Area Wardens

Emergency alarm sounds:

- Proceed to the appropriate emergency supply bag and acquire designated equipment.
- Check the integrity of the exits.
- If the exits are safe, instruct the occupants to evacuate into the nearest safe stairwell or exit and out of the building to designated assembly area.
- Check all rooms including classrooms, offices, and washrooms in the area.
- Instruct any remaining occupants to vacate the floor area.
- Assign someone to stay with any persons requiring assistance pending arrival of the Assistance Monitor.
- If remaining on the floor may endanger the person, the Area Wardens shall assist the person into the refuge area (after the floor is completely evacuated) at least two floors below.
- Notify the Assistance Monitors as to the location of occupants requiring assistance.
- Ensure all specialty equipment is turned off, including any sources of combustible gas, electric stoves, ovens or anything that could contribute to or start a fire.

No safe exit:

- Move occupants into one area of the college least affected by danger.

- Contact the Incident Commander with the following information:
 - floor number
 - room or location
 - any immediate danger
 - number of people in the location
 - any other information which will facilitate rescue

- If occupants are trapped in a room with a window, make a large 'HELP' sign. Include the room and/or floor number. Hold the sign to the window, facing the street.

Confirm evacuation:

- Notify the Assembly Area Coordinator and Incident Commander when all area occupants have evacuated.
- Proceed via the nearest safe stairwell or exit to the recommended assembly area.
- Rejoin your group or relocate your group as directed by the Assembly Area Coordinator.

Assistance Monitors – Persons with Disabilities

Emergency alarm sounds:

- Proceed to the appropriate emergency supply bag and acquire designated equipment.
- Proceed to your designated area and assist any individuals with disabilities to evacuate.
- If you are unable to evacuate, wait until occupants from higher floors have descended the stairs and move the individual(s) requiring assistance into the refuge area.
- Notify the Area Warden of your status.
- Remain with the individual(s) requiring assistance.
- Wait for assistance from the Fire/Police Department, Security Personnel or others.
- If you are unable to locate individuals with disabilities in your designated area, report your findings to the Area Warden.
- Confirm that the Area Warden has notified the EOC Director and that assistance is on the way.
- If your floor becomes hazardous, manually assist the individual with a disability to the refuge area at least two floors below or to outside, whichever is closer.

- Notify the Area Warden of your status.
- Remain in place.

Assembly Area Coordinators

Emergency alarm sounds:

- Proceed to the appropriate emergency supply bag and acquire designated equipment.
- Assist in evacuating area occupants into the nearest safe stairwell or exit and out of the building.
- Proceed to the designated assembly area.
- Await notification from the Area Wardens to confirm all area occupants have evacuated.
- Report to the Incident Commander the areas evacuated of occupants.
- Report any problems or concerns mentioned by the Area Wardens to the Incident Commander such as location of any individuals requiring evacuation assistance or medical attention

Instructors

Instructors will assist in the safe evacuation of students in their classrooms Emergency alarm sounds:

- Direct students to proceed as per instructions to occupants.
- Notify the Area Warden if there are students with disabilities who require assistance to evacuate.
- Follow all directions of the Area Warden.
- Assist students to the designated Assembly Area.
- Confirm full classroom evacuation with the Assembly Area Coordinator.

Security Personnel

Emergency alarm sounds:

- Proceed as instructed by the Incident Commander to facilitate evacuation.

Switchboard Operator

Emergency alarm sounds:

- Off-site monitoring call the Fire Department
- Contact the Fire/Police Department at **9-911**
- Notify Fire/Police there is a fire alarm in progress and that the cause of the alarm is being investigated

- Evacuate the building

13.3 Partial Evacuation Procedures

Occupants

- The Area Warden will provide verbal notification to occupants in the area that a PARTIAL evacuation is in progress.
- Gather personal belongings.
- Follow the instructions of the Area Warden or designate and proceed in an orderly fashion to the nearest stairwell or exit.
- **Elevators may be used if directed by the Area Warden.**
- Proceed to the designated assembly area.

No safe exit:

- Follow Emergency Shelter-in-Place Procedures.

Incident Commander

- Notify the Area Wardens, Assistance Monitors, Assembly Area Coordinators and Security Personnel that a PARTIAL evacuation is in progress.
- Proceed to the appropriate emergency supply cabinet and acquire designated equipment.
- Report to the Incident Command Post.
- If contacted, provide Fire/Police Department with name, exact address, nature of the emergency, nearest cross streets, call back phone number and any other information requested by the dispatcher.
- Stand by for reports from the Area Wardens, Assistance Monitors and Assembly Area Coordinators.
- Provide instruction to Security Personnel as needed.
- Record vital information and make it available to the Fire/Police on arrival.
Information should include:
 - location of hazard
 - evacuated floors
 - floors with persons requiring assistance
 - any other relevant information

Building Response Team

Area Wardens, Assistance Monitors, Assembly Area Coordinators, and Security Personnel will proceed as follows:

Area Wardens

The Incident Commander will notify Area Wardens that a PARTIAL evacuation is in progress.

- Proceed to the appropriate emergency supply bag and acquire designated equipment.
- Instruct occupants to proceed into the nearest safe stairwell, elevator or exit and out of the building to the designated assembly area.
- Check classrooms, offices and washrooms in the area.
- Instruct any remaining occupants to vacate the floor.
- Assign someone to stay with any persons requiring assistance to evacuate pending arrival of the Assistance Monitor.
- Notify the Assistance Monitors via radio or cell phone as to the location of occupants requiring assistance.
- Ensure all specialty equipment is turned off.

No safe exit:

- Follow Emergency Shelter-in-Place Procedures.

Confirm evacuation:

- Proceed via the nearest safe stairwell or exit to the recommended assembly area.
- Notify the Assembly Area Coordinator that all area occupants have evacuated.
- Rejoin your group or relocate your group as directed by the Assembly Area Coordinator.
- Maintain your availability in an event your assistance required by Incident Commander and/or Emergency Response Team.

Assistance Monitors – Persons with Disabilities

On instruction from the Incident Commander or Area Warden:

- Proceed to the appropriate emergency supply bag and acquire designated equipment.

- Proceed to your designated area and assist any individuals with disabilities to evacuate.
- If you are unable to evacuate, wait until occupants from higher floors have descended the stairs and move the individual(s) requiring assistance into the refuge area.
- Notify the Area Warden of your status.
- Remain with the individual(s) requiring assistance.
- Wait for assistance from the Fire/Police Department or Security Personnel.
- If you are unable to locate individuals with disabilities in your designated area, report your findings to the Area Warden.
- Confirm that the Area Warden has notified the Incident Commander and that assistance is on the way.

No safe exit:

- Follow Emergency Shelter-in-Place Procedures.

Assembly Area Coordinators

The Incident Commander or the Area Warden will notify Assembly Area Coordinators of the PARTIAL evacuation warning.

- Proceed to the appropriate emergency supply bag and acquire designated equipment.
- Assist in evacuating area occupants into the nearest safe stairwell or exit and out of the building.
- Proceed to the designated assembly area.
- Await notification from the Area Wardens to confirm all area occupants have evacuated.
- Report to the Incident Commander the areas evacuated of occupants.
- Report any problems or concerns mentioned by the Area Wardens to the Incident Commander such as location of any individuals requiring evacuation assistance or medical attention

No safe exit:

- Follow Emergency Shelter-in-Place Procedures.

Instructors

Instructors will assist in the safe evacuation of students in their classrooms

- Direct students to proceed as per instructions to occupants.
- Notify the Area Warden if there are students with disabilities who require assistance to evacuate.
- Follow all directions of the Area Warden.
- Assist students to the designated Assembly Area.
- Confirm full classroom evacuation with the Assembly Area Coordinator.

Security Personnel

- Proceed as instructed by the Incident Commander to facilitate evacuation.

13.4 Shelter-In-Place Procedures

The Shelter-in-Place warning will be announced by voice communication only (VCC Emergency Mass Notification). Area Wardens will notify occupants of the emergency Shelter-in-Place warning.

Occupants

- Follow all instructions from the Area Warden.
- Move out of the hallways and into classrooms or offices.
- Lock classroom and other doors.
- Close windows & window treatments.
- Cover the door glass.
- Turn off lights and electronic equipment.
- Crouch down in areas that are out of sight from doors and windows.
- Remain quiet.
- Do not hide in washrooms.
- Do not enter hallways.
- Should the fire alarm sound, **DO NOT** evacuate the building unless:
 - You are instructed to do so by the Area Warden.
 - You have firsthand knowledge that there is a fire in the building.
 - You are in imminent danger.
 - You have been advised by Police/Security to evacuate the building.

Incident Commander

- Notify the Area Wardens and Security Personnel of the Shelter-in-Place warning.
- If it has not already been done, contact the Fire/Police Department by immediately dialing **9-911**.
- Report to the Incident Command Post if safe to do so.
- Provide Fire/Police Department with name, exact address, nature of the emergency, nearest cross streets, call back phone number and any other information requested by the dispatcher.
- Contact Security to recall the elevators and lock them out of service.
- Provide additional instruction to Security Personnel as needed.

Area Wardens

The Incident Commander will notify Area Wardens of the Shelter-in-Place warning.

- Instruct occupants to move out of the hallways and into classrooms or offices.
- Check washrooms and move occupants into classrooms or offices.
- Assist, or assign individuals to assist occupants to ready the shelter.
- Assist, or assign individuals to assist occupants with disabilities.

Instructors

Instructors will assist in the safe shelter-in-place of students in their classrooms

- Proceed as per instructions to occupants.
- Assist students to remain in place until instructed to evacuate.
- Follow all directions of the Area Warden.

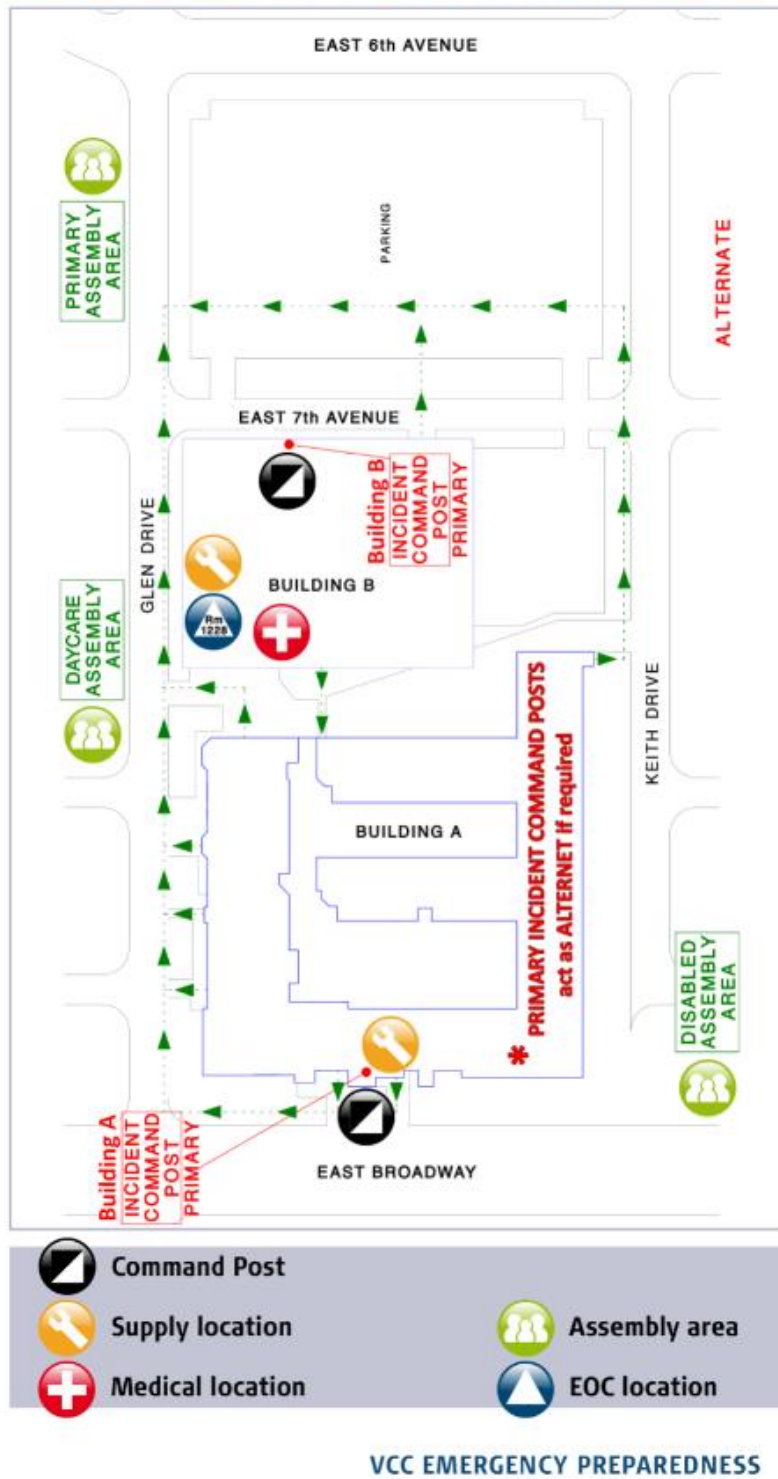
Security Personnel

- On instruction from the Incident Commander, establish a perimeter around the affected area.
- Monitor perimeter to ensure occupants do not enter the affected area.
- Provide assistance as needed to external response personnel.

14 Appendix H – CAMPUS EVACUATION PLANS

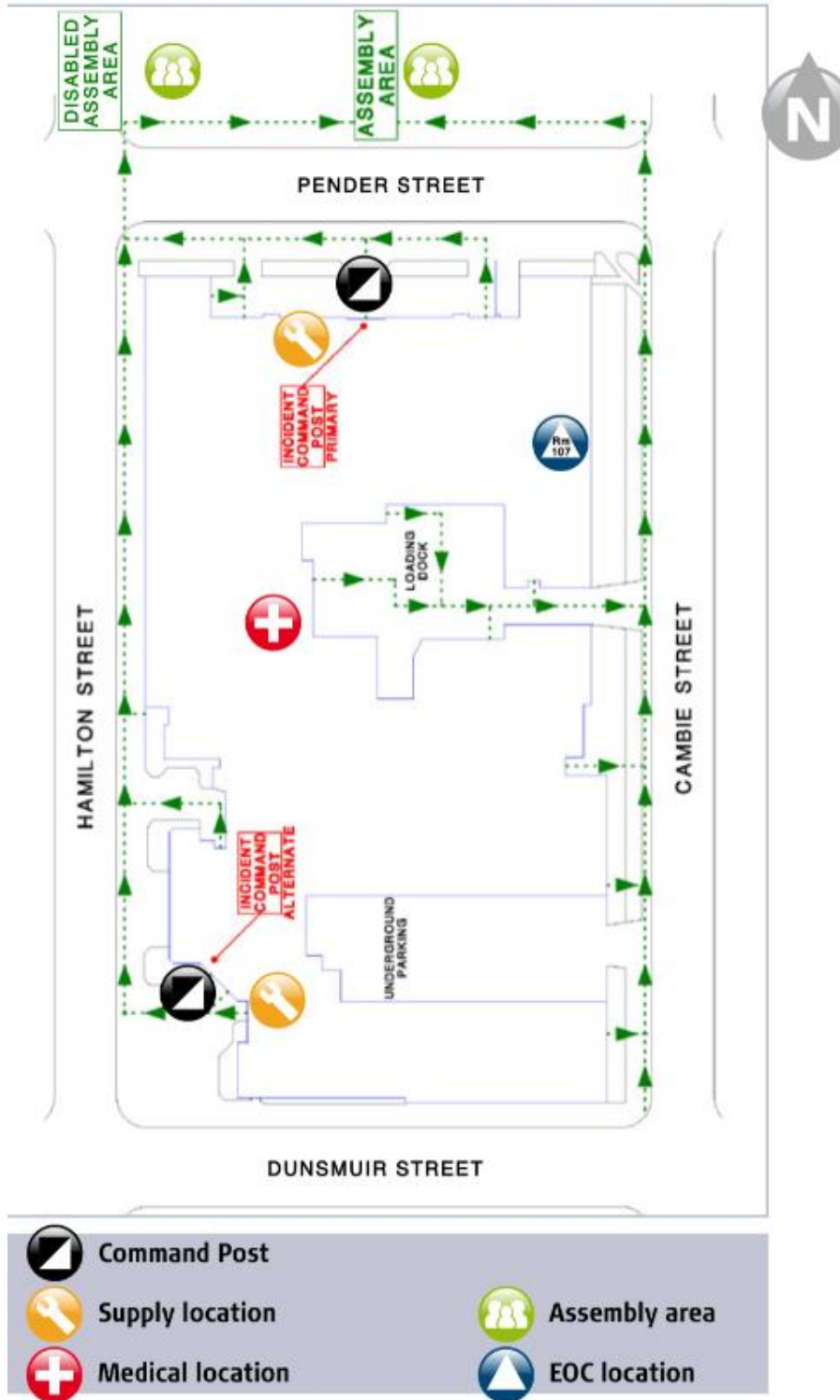
14.1 Broadway Campus

BROADWAY • WHAT'S WHERE



14.2 Downtown Campus

DOWNTOWN • WHAT'S WHERE



VCC EMERGENCY PREPAREDNESS

15 Appendix I – EMERGENCY COMMUNICATIONS PLANS

15.1 Emergency Communications

Overview

Emergency communications is a key part of VCC's Emergency Management Plan and provides principles, considerations, and vehicles for communicating the details of an emergency or its recovery to stakeholders. Emergency notification procedures are separate from Emergency Communications (when the fire alarm sounds, for instance) and are outlined in VCC's Incident Specific Action Plans.

The key emergency communications personnel are the Communications Officers, all of whom are part of VCC's Emergency Management Team.

Emergency situations

An emergency situation could:

- Interfere with normal college operations, through its impact on students, employees or the community.
- Escalate in intensity or remain for an extended period.
- Capture media, public and other stakeholder attention over an ongoing period.
- Impact the college's positive public reputation.
- Result in ongoing attention from the media and stakeholders, including donors, government, industry, students and employee groups.

Key communications principles

Events move quickly during an emergency situation; media, in particular, will seek information from all possible sources, possibly resulting in inaccuracies, rumor and speculation, all of which could have a long-term impact on the college's reputation.

"Tell it all and tell it quickly" is central to crisis and emergency communications. VCC recognizes the following principles for dealing with communications in these circumstances:

VCC, as a publicly funded institution, believes in full and open communication during an emergency situation and is committed to providing factual information as quickly and completely as possible, guided by issues of safety, ethics, confidentiality, and legality. Within the first 24 hours of an emergency situation, it is important that VCC set the tone and establish the scope of a situation that would last well beyond the recovery phase.

- VCC will communicate the college’s initial position on the event as quickly as possible relying on accurate, timely and relevant information related to the emergency. Communication will be done in a compassionate and professional manner. ‘No comment’ or ‘I don’t know’ is not an option.
- VCC will proactively communicate developments – even if they are negative – to provide open information flow and build/maintain the trust of stakeholders
- VCC will communicate that the college cares about its students, employees, and community. Everyone involved in the emergency situation will be treated with courtesy and compassion.
- VCC will communicate consistently across all stakeholder groups, ensuring that all audiences receive the same information.

Communications considerations

1. The goal of effective Emergency Communications is to provide factual, timely information regarding the emergency and later recovery. Effective Emergency Communication allows VCC’s Management to:
 - a. Minimize rumor and speculation.
 - b. Provide updates to affected stakeholders regarding ongoing developments impacting operations (‘classes will resume,’ ‘campuses will re-open).
 - c. Build trust and credibility, in keeping with VCC’s reputation and public image.
2. VCC takes emergencies seriously. Communications will reflect the following priorities:
 - a. Priority is given to the safety and well-being of students, employees and the community.
 - b. Information about VCC actions or initiatives in handling the emergency or recovery (new safety measures or support services activated, for instance, during the recovery phase).
 - c. Details on the impact of the emergency on students, employees and the broader community.

Communications approaches

- **Open:** provide accurate information and update that information regularly.
- **Active:** bring forward developments quickly and proactively regarding the action VCC has taken (suspended operations for safety reasons, brought in trauma counsellors, strengthened security, improved policies and so forth).
- **Compassionate:** students may be seriously injured, employees may be traumatized or neighbors may be frightened.

- **Reassuring:** convey how VCC is actively dealing with the emergency and recovery issues.
- **Consistent:** information in bulletins, communiqués or news releases will be consistent; all media calls are to be directed to the Communication Officer or the Emergency Communications Officers to ensure all outlets receive the same information.
- **Accessible:** to students (Dean of Student Services); employees (Associate VP, Human Resources and the Emergency Management Team) and other stakeholders, as required and to the media (VCC spokesperson) and the government (President, executive Board of Governors).

Communications tools

Reaching the VCC community en masse presents a communications challenge, owing to varying schedules, computer issues and other factors. Communications activities would, then, utilize a variety of communications tools depending on the length and severity of the emergency and its recovery. Among them:

Initial communications:

- VCC web site
 - Mass Notification to all employees and students
 - Voice-mail broadcasts
 - Information 'hotline' with recorded updates
 - Text messaging systems "Regroup"
 - Bulletins, communiqués or news releases
- Ongoing communications for longer periods:
- All of the above, plus
 - Special forums or community meetings
 - Notices and posters
 - Forums, debriefing sessions or news conferences (for media)
 - Paid advertising (potentially used during recovery where the college needs to ensure its information reaches a large audience)
 - Mail-outs or flyers

Communications steps

- Gather as much information as possible as quickly as possible:
 - Determine what happened. When, where and how did it happen.
 - Determine how many people are involved. Are they students, employees or the public? Are there any injuries?
 - Determine who has been notified.
- Assess communications needs for internal and external audiences, including media, in concert with the Emergency Operations Director.
- Assess the consequences of the incident.
- Prepare an initial information bulletin in consultation with the Emergency Management Team to serve as the college's first communication, prior to any formal communiqué, news release or major public statement, if warranted.
- Communicate ongoing developments to VCC management through the Emergency Management and other management processes.

Communications Role of President and Board

- Final approval of information to be communicated to stakeholders rests with the President; the President would act as spokesperson in the most serious of cases where his/her public presence is warranted owing to the nature or impact of the emergency.
- The President will keep the VCC Board Chair, Board members, government/ministry representatives, related agencies and VCC management aware of emergency the situations, as appropriate.
- VCC's Board Chair would not normally be involved in emergency communications; some situations, though, may require the Chair's involvement as necessary.

15.2 Communications Checklist

Prepare a holding statement as quickly as possible to be used as an initial Management to enquiries while a full news release is being developed.

- Holding statement would include:
 - Time of incident
 - Nature of incident (explosion, fire, student blockade)
 - Initial Management details (emergency services are on-scene, trauma counsellors are being called)
 - Estimated time of next update

- Spokesperson contact information
- Develop news release.
- Develop question-and-answer sheet; anticipate media questions.
- Ensure that facts are presented clearly and any technical aspects of the incident are brought forward; use fact sheets and backgrounders as appropriate.
- Release only approved information.
- Brief major contact points (switchboards, offices of deans, registration) on where to direct enquiries for more information.
- Rework news release information for other communications vehicles as needed.
- Work with security personnel to restrict media access if necessary if it interferes with emergency management; arrange opportunities for the media to access the facility when appropriate to do so.
- Log all media contact and monitor media coverage through monitoring service; analyze daily and circulate to Emergency Management Team and President; adapt approach and messaging as needed in consultation with team.
- Identify media issues and trends if emergency is lengthy; adapt approach.

15.3 News Conference/Forum Checklist

- Determine the best time and location, keeping in mind news cycles and deadlines; coverage from morning events would result in great presence over the day's news cycle.
- Distribute information on time and location; indicate which VCC administrators would be available to answer questions at the event.
- Inform relevant agencies and stakeholders – Ministry of Advanced Education, municipal health authorities or Work Safe BC, for instance – of the event as warranted; explore the benefits of hosting a joint event.
- Consider including third-party validators or technical experts in the event to provide added information or support VCC's emergency response.
- Prepare needed fact sheets and backgrounders; have all materials available, including updated news releases and copies of statements, if any, delivered at the event.
- Set up to accommodate electronic media with proper sight lines to the podium and a proper media feed directly from the room's sound system.
- Determine format and length of event in advance: who will introduce speakers, who decides when question-and-answer period ends, how does the event conclude.
- Role-play anticipated questions and answers with the speaker(s) before the event, as time allows; ensure all speakers are prepared with consistent information/messages.

16 Appendix J – EMERGENCY SOCIAL SERVICES PLANS

16.1 Emergency Social Services

The Emergency Social Services Coordinator will be responsible for activation of the Emergency Social Services Plan and will provide overall direction to its implementation.

Emergency Social Services Coordinator

- Oversee the activation and operation of emergency reception centres.
- Provide support to evacuees at these centres.

Financial Services Coordinator

- Provide financial assistance for the purchase of supplies as required.

Food Services Coordinator

- Oversee the ordering, preparation, and serving of food during the emergency.
- Oversee food services staff.

Environmental Services Liaison Coordinator

- Administer environmental support services to VCC personnel, students, and visitors affected by an emergency, including VCC evacuees and response personnel.
- Make reasonable efforts to arrange for safe drinking water and disposal of sewage at reception centres.
- Liaise with the Emergency Social Services Coordinator and Reception Centre Coordinators concerning the provision of environmental support services.

Lodging Coordinator

- Arrange short-term accommodation for VCC evacuees, including assisting in making arrangements for VCC evacuees to stay with relatives, friends, or host-families in the community or elsewhere as required.

Personal Services Coordinator

- Arrange for personal counselling services for evacuees if required.
- Arrange for the care of children and vulnerable adults on VCC's affected campuses.

Reception Centre Coordinator

- Open Emergency Reception Centres when instructed by the Emergency Social Services Coordinator.
- Provide for security and custodial services.
- Allocate storage space for food and other supplies.
- Distribute identification to persons responding to an emergency, as needed.
- Set up tables and other furniture for the execution of clerical tasks.
- Make sleeping arrangements for evacuees, if necessary.

Registration and Inquiry Coordinator

- Maintain a centralized information collection and recording system.
- Mobilize teams that can be dispatched to emergency reception centres.
- Register evacuees.
- Locate, identify and register injured.
- Answer inquiries from persons wanting to know about the well-being of injured and where they can be contacted.
- Maintain a list of VCC personnel, students, and visitors leaving the affected campus.

Telephone Communications Coordinator

- Provide an emergency telephone communication network to facilitate the delivery of emergency social services if normal telephone communication is disrupted.

Transportation Coordinator

- Arrange vehicles for movement of people and resources, as needed.

Coordinator of Volunteers

- Recruit and register volunteers.

17 Appendix K – FACILITIES MANAGEMENT PLANS

17.1 Facilities Management

- The Operations Section Chief will be responsible for the activation of the Facilities Management Plan and will provide overall direction to its implementation.
- Request that members of the Facilities Department report to the Emergency Operations Centre immediately upon mobilization of the EOC.
- When the nature and magnitude of the emergency has been assessed, the Director, Facilities, in consultation with the Department, will determine which crews should be called out and/or remain on standby.
- Arrange for building, gas, plumbing, and electrical personnel to inspect buildings for damage and to determine suitability of buildings for occupancy.
- Inspect all major infrastructures for damage for which the Facilities Department is responsible for at VCC
- Submit damage assessment reports, including damage estimates, to the Emergency Operations Centre as expeditiously as possible and at appropriate intervals.
- Prioritize tasks so that the most urgent work requirements may be initiated first and tasks may be assigned to crews in appropriate priority sequence.
- Contact suppliers of equipment, construction companies, private companies, and contractors, and other specialized resources as required. Involve the Purchasing Department as required.
- Disconnect, or make arrangements for the disconnection of, any services or utilities that are considered to be an immediate or potential hazard
- Assist utility companies, to the extent possible, with restoration of essential services.
- Arrange for the removal or demolition of unsafe buildings and/or structures.
- Arrange for the temporary storage of debris when authority and instructions to do so are received from the Emergency Operations Centre.
- Arrange for generators and portable emergency lighting as required.
- Architects and professional engineers may also need to be engaged to perform inspections, and may be selected from a list maintained by the Facilities Department (copies of which are kept in the Emergency Operations Centre).

Flooding

- If the Facilities Department considers that an emergency situation involves the risk of a flood, communicate this information to the EOC Director
- Take or coordinate any action considered necessary for flood control, including sandbagging, emergency pumping, drainage, repair, and excavation.
- If flooding occurs, the Facilities Management should make provision for sandbags and emergency pumping equipment.

Transportation

If transportation resources are needed to implement an evacuation alert, the Facilities Department should make appropriate arrangements, including arrangements for vehicular resources (which may be selected from a list maintained by the Department with corresponding contacts), and/or other arrangements for special equipment that may be considered necessary to facilitate the evacuation.

18 Appendix L - TRAINING PLANS AND MATERIALS

18.1 Training Materials

Justice Institute of BC - EMERGENCY OPERATIONS CENTRE

Courses/Workshops	Description	Length
EMRG 1320 Emergency Operations Centre Essentials	The purpose of this course is to provide participants an understanding of the primary EOC functions and essential activities.	14 Hours
EMRG 1139 Developing Emergency Management Plan	The participant will be able to apply a recommended process for developing emergency plans. Topics includes benefits of emergency plans, the planning steps, engaging stakeholders, key elements and format for effective plan, and review and maintenance of emergency plans.	14 Hours
EMRG 1132 Planning for Community Disaster Recovery	The participants will be able to actively participant in the recovery planning process in a multi-agency context. Topics includes components of community recovery, steps for recovery planning, structure and function of a recovery organization, roles and responsibilities, interconnectivity of impacts and the rationale and benefits of recovery planning.	14 Hours

19 ANNEX 1 -INCIDENT SPECIFIC ACTION PLANS

19.1 Bomb Threat

Bomb threats are serious. Explosions themselves or an incorrect response to a bomb threat could result in panic, injury or death as well as disruption to operations through forced shut downs or damage to property.

Types of Bomb Threats

Hoax:

- A call is received. A search is completed. Nothing is found.

Suspicious package:

- A call is received. A search is undertaken. A suspicious package is found. An evacuation is ordered. The package is later determined to be safe.

Explosive device:

- A call is received. A search is undertaken. An explosive device is found. An evacuation is ordered.

Threat by telephone

- Do not hang up. Remain calm
- Take the caller seriously. Assume the threat is real.
- If you have a digital phone, look for originating number.
- Ask questions using the checklist.
- Do not use cell phone, two-way radio, or any wireless communication device.
- Have a co-worker call Security at 4444 on another line, or call 4444 yourself immediately after hanging up.
- Provide the following information:
 - Exact location of incident - campus, department, floor, room number
 - Information obtained via the checklist.
- Await the arrival of Security personnel and follow all instructions.

Threat by mail or electronic communication

- Immediately contact Security at 4444.
- Provide the following information:
 - Exact location of incident - campus, department, floor, room number
 - Information about the threat.
- Await the arrival of Security personnel and follow all instructions.
- Includes all social media platform

VCC Security Personnel

- Immediately upon receiving information related to a bomb threat notify the Vancouver Police Department at **9-911**
- Notify the Director of Safety Security, Director of Facilities Management, and Facilities Manager. Respond to the scene of the incident and obtain all relevant information.
- Assist with area search as directed by the Incident Commander.
- Assist with PARTIAL or FULL EVACUATION as directed by the Incident Commander and/or EOC Director.

Incident Commander

- If not done, immediately notify the Vancouver Police Department, VCC Security Personnel and the first available senior administrator.
- Notify the Building Response Team to remain on standby for a PARTIAL or FULL EVACUATION.
- Notify facilities personnel to report to the scene of the incident and commence an area search.
- Report to the scene of the incident and obtain incident report from Security if completed.
- Coordinate and direct area search.

Emergency Response Team

- Assist with area search as directed by the Incident Commander.
- Follow all directions from the Incident Commander.

Building Response Team

- Follow EVACUATION procedures on direction from the Incident Commander

No Device Found

The area search reveals no device and the threat is determined to be a hoax:

Incident Commander

- Report findings to the senior administrator.
- Notify Building Response Team to stand down.
- Record vital information and make it available to the Vancouver Police Department/ Security services and others as needed.

Security personnel

- Provide documentation as required to VCC and Paladin Security Group

Suspicious Package Found

The area search reveals a suspicious package that may or may not be an actual device:

Incident Commander

- Report findings to the Director of Safety Security, in the absence of Director Safety Security report the findings to senior administrator.
- Immediately notify Building Response Team and order a PARTIAL or FULL EVACUATION of the vicinity.
- Await arrival of Vancouver Police Department.
- Follow all recommendations and instructions from the VPD.

Security personnel

- Assist with PARTIAL or FULL EVACUATION as directed by the Incident Commander.
- Provide documentation as required to VCC and Security Contractor.

Emergency Response Team

- Assist with PARTIAL or FULL EVACUATION as directed by the Incident Commander.
- Follow all directions from the Incident Commander.

Building Response Team

- Conduct PARTIAL or FULL EVACUATION as directed by the Incident Commander.

EOC Director

- On receiving notification from the Incident Commander, the EOC Director will immediately notify the VP Administration/CFO and the Director Facilities Management
- The VP Administration/CFO, in consultation with the Director Facilities Management will determine EOC activation.
- In the absence of the VP Administration/CFO, the available senior administrator will consult with the Director Facilities Management to determine EOC activation.
- If it is determined that sections of the EOC will be activated, the VP Administration/CFO will act as Emergency Operations Centre Director.
- In the absence of the VP Administration/CFO, the available senior administrator will act as Emergency Operations Centre Director.
- EOC activation will proceed at Level 1.
- The EOC Director will proceed as outlined in VCC's Emergency Management Plan.

Explosive Device Found

The area search reveals a device that is judged to be a legitimate threat:

Incident Commander

- Report findings to the Director of Safety Security or EOC Director.
- Immediately notify Building Response Team and order a FULL EVACUATION of the building.
- Await arrival of Vancouver Police Department.
- Follow all recommendations and instructions from the VPD.

Security personnel

- Assist with FULL EVACUATION as directed by the Incident Commander.
- Provide documentation as required to VCC and Security Contractor.

Emergency Response Team

- Assist with FULL EVACUATION as directed by the Incident Commander.
- Follow all directions from the Incident Commander.

Building Response Team

- Conduct FULL EVACUATION as directed by the Incident Commander.

EOC Director

- On receiving notification from the Incident Commander, the EOC Director will immediately notify the VP Administration/CFO and the Director Facilities Management.
- The VP Administration/CFO, in consultation with the Director Facilities Management will determine EOC activation.
- In the absence of the VP Administration/CFO, the available senior administrator will consult with the Director Facilities Management to determine EOC activation.
- If it is determined that sections of the EOC will be activated, the VP Administration/CFO will act as Emergency Operations Centre Director.
- In the absence of the VP Administration/CFO, the available senior administrator will act as Emergency Operations Centre Director.
- EOC activation will proceed at Level 2.
- The EOC Director will proceed as outlined in VCC's Emergency Management Plan.

19.2 Suspicious Mail, Packages, and Materials

Suspicious Objects

If you have received a package that contains or you suspect may contain a suspicious object:

- Do not disturb the item.
- Do not pass it around
- If unopened, do not open
- Immediately contact Security at 4444.

Provide the following information:

- Exact location of incident - campus, department, floor, and room number
- Number of people in the area
- Description of the package and object (if known)
- Leave the package in place and move away from the immediate area.
- Await the arrival of Security personnel.

Potentially Hazardous Substances

If you have received a package that you suspect may contain hazardous substance and have not opened it:

- Place item in a plastic bag and seal it
- Place all items in a second plastic bag and seal that bag
- Stay in your office or immediate work area.
- Prevent others from entering or leaving the area and potentially becoming contaminated or spreading a potential contamination.
- Call for help. This may be your supervisor or Security at 4444 depending on your situation.
- Provide the following information:
 - Exact location of incident - campus, department, floor, room number
 - Number of people in the area
 - Description of the package
 - Action taken (e.g. package sealed in bags, area isolated)
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth

- If possible (without leaving your work area) wash your hands Await the arrival of Security personnel.

If you have received and opened a package containing a potentially hazardous substance:

- Do not disturb the item any further.
- Do not pass it around.
- If any material has spilt from the item, do not try to clean it up, or brush it from your clothing
- If possible place an object over the package without disturbing it (e.g.: a large waste bin)
- Stay in your office or immediate work area.
- Prevent others from entering or leaving the area and potentially becoming contaminated or spreading a potential contamination.
- Immediately contact Security at 4444.
- Provide the following information:
 - Exact location of incident - campus, department, floor, room number
 - Number of people potentially exposed
 - Description of the package/substance
 - Action taken (e.g. package sealed in bags, area isolated)
 - Whether there is a ventilation system servicing the area
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth and if possible (without leaving your work area) wash your hands
- Turn off any fans or equipment that circulates air around your workplace.
- Await the arrival of Security personnel.

VCC response personnel

- Proceed as per Bomb Threat protocols

19.3 Active Lethal Force Assailant on Campus

This situation involves a barricaded suspect(s) or an outdoor movement situation where the suspect(s) is actively discharging a firearm at Law Enforcement or community members and/or randomly firing into an area where it is reasonably expected that persons could be struck by gunfire.

These situations leave little or no time for proper planning. Arriving Law Enforcement units will take immediate action to end the danger.

Occupants

If occupants are distant from gunmen and able to exit the building:

- Exit the building immediately, if you are able to do so without putting yourself in danger.
- Notify anyone you encounter to exit the building immediately.
- Follow all instructions from the Area Warden.

If Police units have arrived on scene:

- Move toward any Police vehicle when safe to do so.
- Keep your hands on top of your head.
- Do exactly and immediately what the Police tell you to do.
- Don't leave the area entirely, you may have information that responding Police Officers will need.
- Once in a safe place stay where you are.

If Police are not on scene:

- Move well away from the incident.
- Find a safe covered location (not the parking lots).
- Wait for the police to arrive.

If able to do so, notify Vancouver Police Department at **9-911** and Security at **4444**

- Provide police and security with the following information:

- Your name
- Location of the incident (be as specific as possible)
- Number of shooters (if known)
- Identification of the shooter (if known)
- Description of the shooter (if known)
- Number of persons who may be involved at your location

Shelter-In-Place

If occupants are in close proximity to the gunmen and are unable to safely exit the building:

- Go to the nearest room or office; do not hide in washrooms; stay out of hallways.
- Close and lock or barricade the door.
- If there is glass in the door, cover it over.
- Remain quiet and act as if nobody is in the room.
- Do not leave a place of safety.
- Do **NOT** answer the door.
- Follow all instructions from the Area Warden.
- If able to do so, notify Vancouver Police Department at **9-911** and Security at **4444** and provide police and security with all information listed above.
- Should the fire alarm sound, do **NOT** evacuate the building unless:
 - You are instructed to do so by the Area Warden.
 - You have firsthand knowledge that there is a fire in the building.
 - You have been advised by Police/Security to evacuate the building.

Occupants in Classrooms or Offices

- If you are a distance from the gunman, attempt to exit through the window (ground floor only).
 - Move to a safe exterior place with your hands on your head.
- If the windows do not open, you cannot break them, or you are not on a ground floor:
 - Follow Shelter-In-Place procedures
 - Get out of sight from the door.
 - Stay low and quiet.

Occupants in Hallways or Corridors

- Get out of the hallways.
- Unless you are very close to an exit, do not run through a long hall to get to an exit.
- Go into a room that is not already secured and secure it, do not hide in washrooms.
- Once in a room, follow Shelter-In-Place procedures.

Occupants in Large Rooms or Auditoriums

If in a theatre or other large room and the gunmen or hostage taker/s are not present:

- Move to and out the external exits.
- Move toward any police unit.
- Keep hands on the head.
- Follow police instructions.

Occupants Trapped with Gunmen

If you are trapped with the gunmen:

- Don't do anything to provoke them.
- If they are not shooting, do what they say and don't move suddenly.
- Try to keep your emotions under control so you can think.

Security Personnel

- Immediately notify the Vancouver Police Department at **9-911**.
- Notify the Incident Commander, Director of Safety Security, and Security Contractor.
- Assign a secondary security officer to respond to the site perimeter to provide direction to emergency response personnel and emergency vehicles.
- Respond to the scene of the incident and observe movement of the armed suspect.
- Report movements and the following information to the police and secondary security officer:
 - Number of suspects
 - Description of suspect

- Type and number of weapons thought to be involved
 - Precise location of the area controlled by the suspect
 - Location and extension numbers of telephones in the area.
- Ensure occupants do not interact with the armed suspect and remain out of the line of fire.
 - Intervene only if required to save lives and/or prevent serious injury.
 - Provide first aid if required.
 - Assist with PARTIAL EVACUATION as directed by the Incident Commander.
 - Provide documentation as required to VCC and Security Contractor.

Incident Commander

- If not done, immediately notify the Vancouver Police Department, VCC Security Personnel and the first available senior administrator.
- Notify the Building Response Team and Security Personnel to commence a PARTIAL EVACUATION and/or SHELTER-IN-PLACE.
- Report to an Incident Command Post, if safe to do so or Emergency Operations Center, if activated.
- Await arrival of Vancouver Police Department.
- Provide vital information to the Vancouver Police Department on arrival.
- Follow all recommendations and instructions from the Vancouver Police Department
- Stand by for reports from the Building Response Team.

Emergency Response Team

- Assist with PARTIAL EVACUATION and/or SHELTER-IN-PLACE as directed by the Incident Commander.
- Follow all directions from the Incident Commander.

Building Response Team

- Conduct PARTIAL EVACUATION and/or SHELTER-IN-PLACE as directed by the Incident Commander.

EOC Director

- On receiving notification from the Incident Commander, the senior administrator will immediately notify the VP Administration/CFO and the Director Facilities Management.
- The VP Administration/CFO, in consultation with the Director Facilities Management will determine EOC activation.
- In the absence of the VP Administration/CFO, the available senior administrator will consult with the Director Facilities Management to determine EOC activation.
- If it is determined that sections of the EOC will be activated, the VP Administration/CFO will act as Emergency Operations Centre Director.
- In the absence of the VP Administration/CFO, the available senior administrator will act as Emergency Operations Centre Director.
- EOC activation will proceed at Level 2.
- The EOC Director will proceed as outlined in VCC's Emergency Management Plan.

20 ANNEX 2 – EMERGENCY PREPAREDNESS QUICK GUIDE

EMERGENCY PREPAREDNESS QUICK GUIDE

VANCOUVER
COMMUNITY
COLLEGE



CONTACT INFO

Emergency Assistance

Police, Fire or Ambulance: **from a campus phone call 9-911**



- When calling 911 state:**
- nature and location of the emergency
 - your name
 - name of building and address
 - nearest entrance and room number
 - your phone number

Do NOT hang up. Follow the operator's instructions. You may need to stay on the phone until emergency personnel arrive

Urgent Security Help: **local 4444**

Non-Urgent Security Help: **Broadway** ● local 5020 or 778.783.5020

Downtown ● local 8361 or 604.443.8361

Facilities

Broadway ● local 8319 or 604.871.7000 ext. 8319

Downtown ● local 8319 or 604.871.7000 ext. 8319

Vancouver Police Dept. 604.665.6000

Vancouver Fire Dept. 604.717.3535

Medical Assistance

Urgent First Aid **local 4444**

Counselling **Broadway** ● local 7191 or 604.871.7187

Downtown ● local 8453 or 604.443.8453



Campus Closure

The college will post a notice at vcc.ca and contact major radio stations to make an announcement in the event of a decision by the President or designate to close the college or any parts of it.

Remain Informed

In the event of a sustained disruption of college services, due to an emergency, weather conditions or other circumstances, notices and information updates will be posted to the college's website at www.vcc.ca.

The VCC website is your primary means of staying informed. Broadcast email and voicemail, information hotlines, radio announcements or other communications will be secondary to the website.



INTRODUCTION

Please take the time to familiarize yourself with this manual and leave it somewhere accessible. It is here to inform you of the college's plan for handling emergencies and to help you to protect yourself and others at the college.

Emergency preparedness is a shared endeavour for the college community, as an effective emergency response depends upon the prompt action of individuals. The better you are prepared, the better you can act to minimize panic or confusion that may occur during an emergency.

VCC's planning outlines roles and responsibilities for trained members of the college community at both incident and support levels, but any of us may need to take charge if we are the first on the scene. In an emergency situation, if you are the first staff person on scene you must be prepared to:

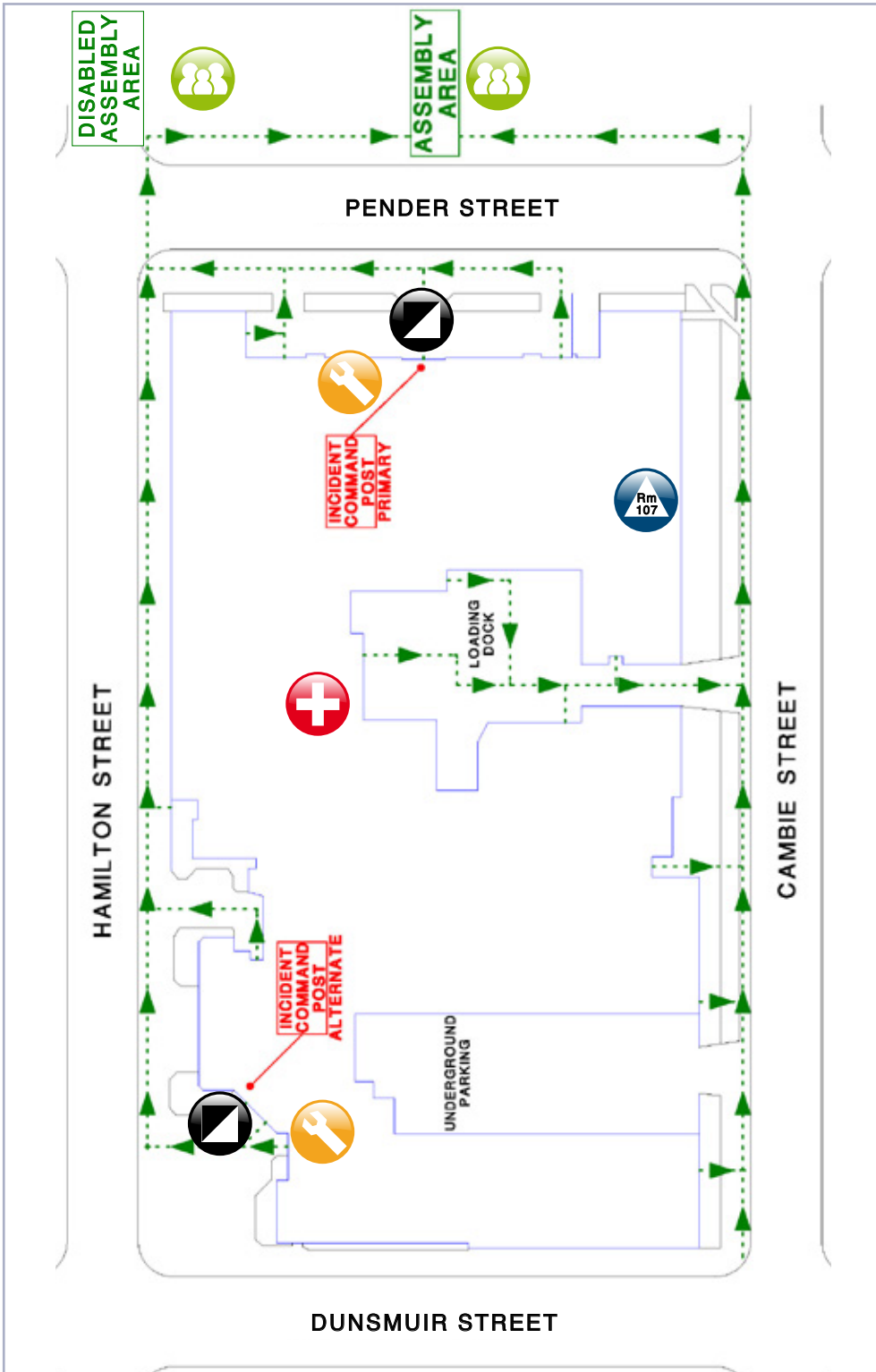
- take charge
- call **Police/Fire/Ambulance at 9-911** from a phone
- call **security at 4444** and building manager from a phone
- remain at the scene until relieved of responsibility by more senior college personnel. Senior personnel from the facilities department will eventually assume responsibility for incident command and site-level response.

Response priorities:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect infrastructures
6. Protect property
7. Protect the environment
8. Reduce economic and social loss

No matter what the emergency, **stop and think** before you act, then **act decisively**.

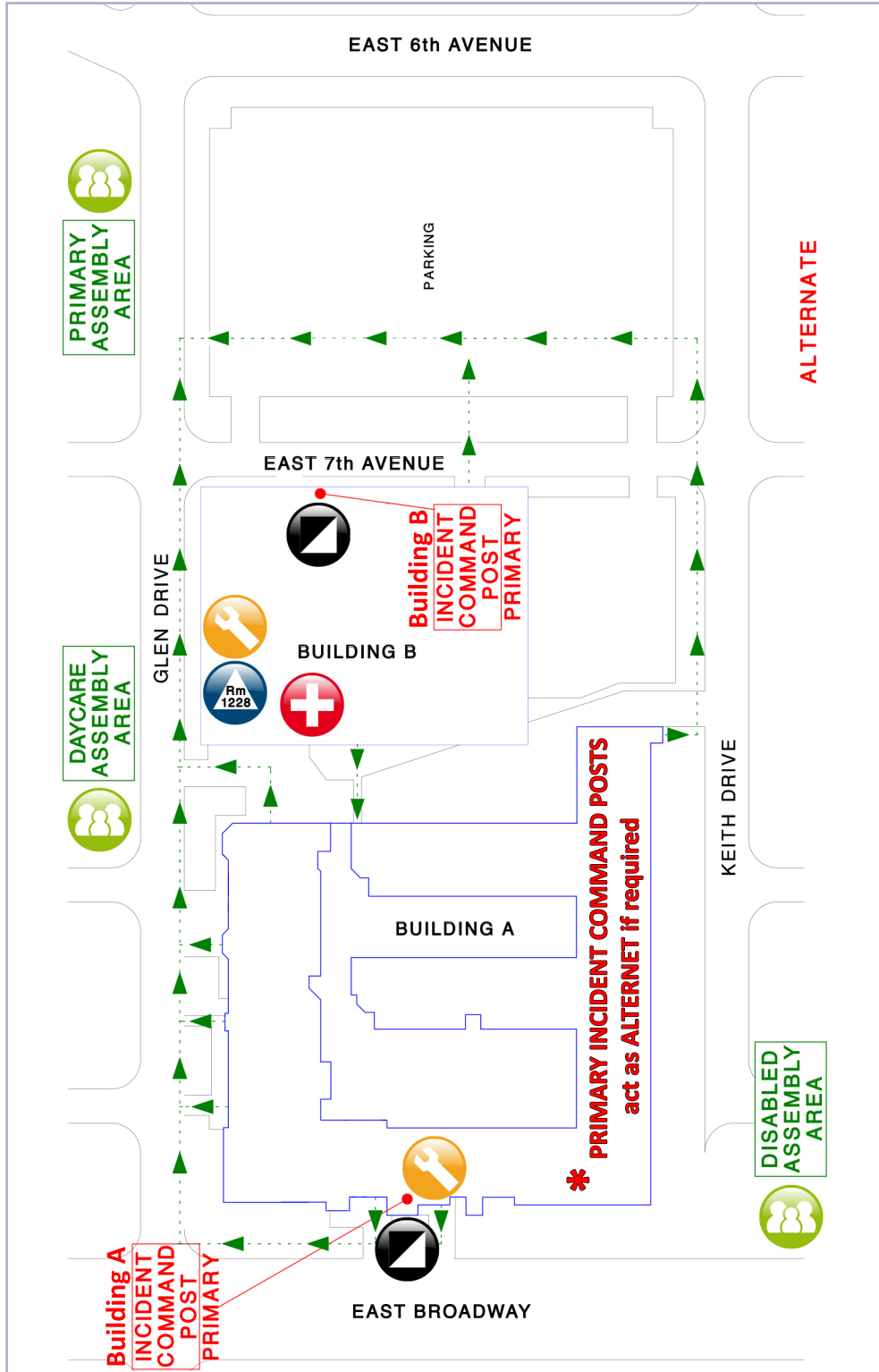
DOWNTOWN • WHAT'S WHERE



REFERENCE MAPS

	Command Post		Assembly area
	Supply location		Medical location
	EOC location		

BROADWAY • WHAT'S WHERE



Command Post



Supply location



Medical location



Assembly area



EOC location

BE PREPARED



Being prepared, whether it's at home or at the office, can make the difference in an emergency. This section includes information and a list of supplies to help you become better prepared.

Familiarize yourself with your campus.

- Know where the stairs, exits and assembly areas are located
- Know where campus phones are located
- Learn the locations of fire extinguishers and emergency supplies

Prepare your workspace and home:

- Secure top heavy furniture, such as bookcases, to walls
- Keep heavy objects on lower shelves
- Position filing cabinets so they will not block exits if they fall
- Put latches on cabinets to keep them closed
- Locate desks and beds away from heavy objects or glass (chimneys, windows, heavy pictures, etc.)
- Keep the space under your desk clear for use in the event of an earthquake
- Anchor computers, printers and fax machines, or use a gripper/no slide mat
- Back up your computer files, test backed up information regularly and consider off-site storage
- Secure your hot water tank and other appliances that could move enough to rupture utility lines
- Keep flammable and hazardous liquids away from heat sources and stored securely in cabinets or on lower shelves. Use secondary containers to contain spills
- Make sure each member of your family knows how to shut off utilities: gas, water and electricity. Only shut off gas if there is a leak or a fire. Do not attempt to turn gas on, this must be done by a qualified technician
- Prepare and maintain emergency kits. Keep them near exits and accessible



BE PREPARED



Preparing your lab and shop space:

- Consider flying glass hazards (windows, glassware), falling hazards (light fixtures and equipment) and chemical hazards when selecting a safe spot in the room
- Consider effects of chemical spills and/or gas releases could have on evacuations
- Secure heavy equipment and furniture that might block exits to prevent tipping or movement
- Keep aisles and exits clear of obstructions
- Hazardous materials:
 - **Chemical storage**
 - Secure cabinets to prevent tipping or movement
 - Cabinet shelves should have lips or restraints to keep chemicals or glassware in place
 - Use secondary containment trays or tubs to minimize spills
 - Keep cabinet doors closed and latched
 - Recap and return chemicals to storage cabinets immediately after use
 - Remove and properly dispose of waste chemicals regularly
 - **Gas cylinders**
 - Secured in an upright position
 - Remove pressure regulators and have cylinder caps in place when not in use
- Ensure safety systems (i.e. fire extinguishers, safety showers, eye washes) are in proper operating condition and everyone knows how to operate them
- Keep containment equipment and MSDS sheets available and accessible
- Close fume hood sashes as far as possible to contain spills while maintaining adequate ventilation rates
- Ensure back up for any equipment and/or processes that could be damaged or pose a fire or health hazard in the event of power failure

BE PREPARED



This sheet is designed to be removed from the binder. It's your shopping list to help prepare your office, vehicle and home in case of an emergency.

Develop a family emergency plan:

- Know the safe spots in each room (under desks, tables or against inside walls)
- Know the danger spots in each room (glass, hanging objects, fireplaces, tall furniture)
- Conduct practice drills: physically place yourself and children in safe spots
- Talk to your children about what to do in a disaster at home, at school or if separated from family
- Identify a meeting place for the family if separated and an out-of-area contact to call
- Keep an up-to-date list of emergency phone numbers
- Take a first aid/cardiopulmonary resuscitation (CPR) class

Prepare and maintain emergency kits

- Every six months (when resetting clocks for daylight savings) check and rotate your supplies including food, water, batteries and medications; check and shake your fire extinguisher

Home emergency supplies:

- **Complete first aid kit:**
 - Prescriptions, pain-relievers
 - Bandages, large and small, all varieties
 - Instant cold and heat packs
 - Hydrogen peroxide. Cotton swabs. Latex gloves
- Whistle, swiss army knife
- Flashlight & fresh batteries, wind-up flashlight, wind-up lantern, light sticks
- Portable radio & fresh batteries, wind-up radio
- Work gloves & tools: shovel, axe or maul, crowbar, screwdriver, hammer, nails
- **Water:** (minimum 5L per person)
 - Bottled water (DO NOT store plastic water containers on concrete. Chemicals leech into water, contaminating it)
- **Food** that has a long shelf-life and is used at home regularly. Store in a cool, dark and dry place.
 - Beverages: dehydrated milk, juices, sports drinks, tea/instant coffee
 - Grains: pancake mix, instant oatmeal, hot cereal, crackers, pasta, rice
 - Canned meats & fish, dried eggs, nuts, peanut butter
 - Canned fruits/vegetables, dried fruit/lentils
 - Staples & seasonings: salt, sugar, cooking oil/shortening, baking soda, honey, spices
 - Canned soups/stews
 - Healthy snacks
- Camp stove & plenty of fuel. BBQ, charcoal & starter fluid. DO NOT use indoors
- Matches in a waterproof container, lighter & candles. DO NOT create flames or sparks immediately after an earthquake.
- Cooking/eating utensils, manual can opener
- Tent/tarp, rope, plastic sheeting. Sleeping bags/blankets, emergency blankets (small silver one)
- Shampoo, soap, toothpaste and brushes, deodorant, toilet paper, sanitary napkins
- Portable camp toilet & chemicals. Plastic bags, small and large
- Cash in small denominations, quarters for payphones. Reading/writing materials, games, photos
- Include supplies for your pets

BE PREPARED



Office emergency kit:

- Nylon carrying bag or day-pack
- Prescription medications, pain-relievers, allergy tablets
- Complete first aid kit
- Flashlight and fresh batteries
- Portable radio and fresh batteries
- Comfortable walking shoes
- Whistle
- Dry food (high energy bars, dried fruits, jerky, etc)
- Liquid refreshments (water or soft drinks)
- Emergency blanket (small silver one)
- Toiletries and hygiene items
- Plastic bags
- Matches and lighter
- Cash: small denominations and quarters for payphones
- Reading materials, cards, family photos

Vehicle emergency kit:

- Nylon carrying bag or day-pack
- Prescription medications, pain-relievers, allergy tablets
- Complete first aid kit
- Flashlight and fresh batteries
- Portable radio and fresh batteries
- Comfortable walking shoes and change of socks
- Small toolkit
- Gloves
- Non-perishable food and possibly a manual can-opener
- Liquid refreshments (water or soft drinks)
- Emergency blanket (small silver one) or sleeping bag
- Matches and lighter
- Toiletries and hygiene items
- Plastic bags
- Jacket and change of clothes
- Cash: small denominations and quarters for payphones



EVACUATION



Full Evacuation

Emergency alarm sounds (bell or bong):

- Gather all personal belongings in the immediate area
- Shut all doors and proceed along corridors and in stairways in a quiet, orderly manner
- In the absence of lighting, use the wall to guide you to the nearest exit
- Follow the instructions of the Area Warden or designate and proceed in an orderly fashion to the nearest stairwell or exit
- If the Area Warden is not present, proceed into the nearest safe stairwell or exit and out of the building to the assembly area
- Do not use the elevators
- Do not go back into the building for any reason until the alarm system is sounded

Partial Evacuation

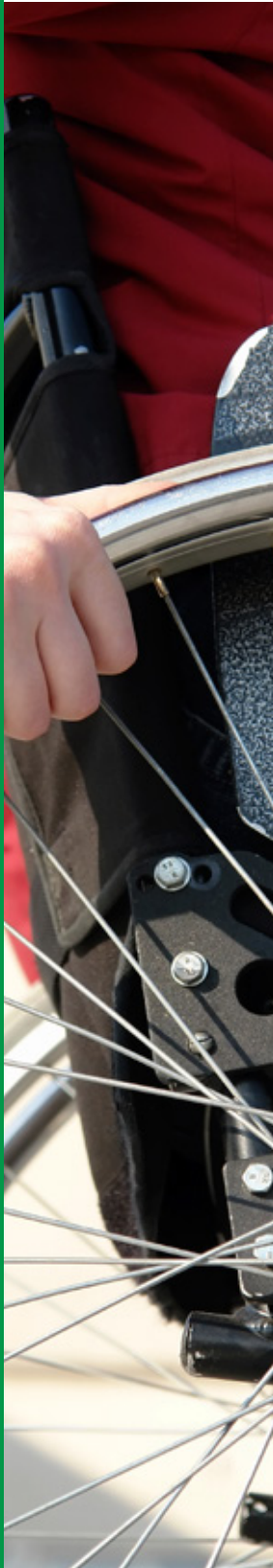
- The Area Warden will provide verbal notification to occupants in the area that a PARTIAL evacuation is in progress
- Gather personal belongings
- Follow the instructions of the Area Warden or designate and proceed in an orderly fashion to the nearest stairwell or exit
- **Elevators may be used if directed by the Area Warden**
- Proceed to the designated assembly area

No safe exit:

- Follow Emergency Shelter-in-Place Procedures in next section



EVACUATION



EVACUATION OF PERSONS WITH DISABILITIES

The most important factor in emergency safety for people with disabilities is advanced planning. Each member of the VCC community are encouraged to assist in the safe evacuation of persons with disabilities.

All emergencies

- Do not use elevators, unless authorized to do so by police or fire personnel. Elevators can fail during a fire or a major earthquake
- If the situation is life threatening, call **9-911**, **state the type of emergency and request assistance**. Always ask someone with a disability how you can help before attempting any rescue or giving assistance
- Ask how he or she can be best assisted or moved and whether there are any special considerations or items that need to come with the person
- Let Area Warden know if an Assistance Monitor is required

Deafness or hearing loss

- Get the attention of a person with a hearing disability by touch or eye contact
- Clearly state the problem
- Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand
- Offer visual instructions regarding the safest route or direction by pointing toward exits or evacuation maps

Mobility impairment

- Clear exit route of debris (if possible) so that the person with a disability can move out or to a safer area
- If an individual with mobility impairment cannot exit, assist him or her to a safer area (a stairwell or an office some distance from the hazard, with a door that closes)
- Notify security/police or fire personnel immediately about any people remaining in the building and their locations
- Police or fire personnel will decide whether people are safe where they are and will evacuate them as necessary
- If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate using an evacuation chair or a carry technique

EVACUATION



Visual impairment

- Offer to lead individuals out of the building to safety
- Give verbal instructions about the safest route or direction using compass directions, estimated distances and directional terms
- Do not grasp a visually impaired person's arm
- Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd
- Give other verbal instructions or information (e.g., elevators cannot be used)

Power Outages

- If an outage occurs during the day and an individual with a disability chooses to wait in the building for electricity to be restored, assist them to a window with natural light that is also near a working telephone
- Call **Security at 4444** or tell the Area Warden should an individual choose to remain in the building



EVACUATION



SHELTER-IN-PLACE



The Shelter-in-Place warning will be announced by **voice communication only**. Area Wardens will notify occupants of the emergency Shelter-in-Place warning if appropriate. Some examples of when this may be used are if there is an earthquake, an armed assailant or if chemical, biological or radiological contaminants have been released into the environment.

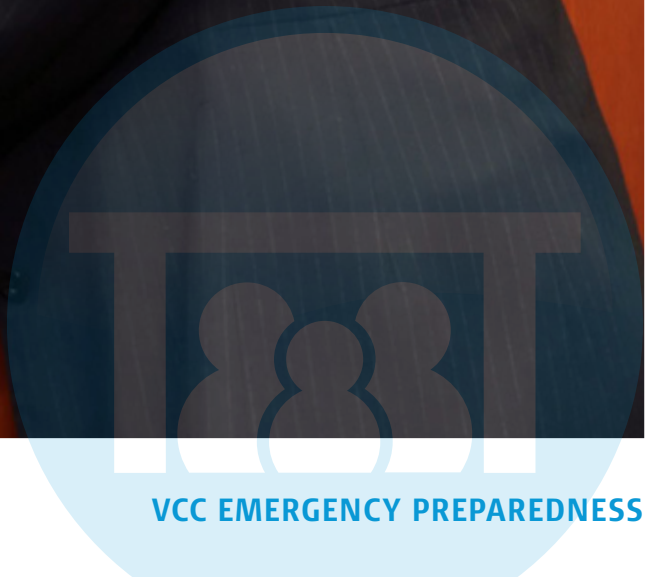
- Follow all instructions from the Area Warden
- Move out of the hallways and into classrooms or offices
- Lock classroom and other doors
- Close windows and window treatments
- Cover the door glass
- Turn off lights and electronic equipment
- Crouch down in areas that are out of sight from doors and windows
- Remain quiet
- Do not hide in washrooms
- Do not enter hallways
- Should the fire alarm sound, **evacuate the building unless:**
 - You are instructed **NOT** to do so by the Area Warden
 - You are in imminent danger by leaving your area
 - You have been advised by police/security to **NOT** evacuate the building



SHELTER-IN-PLACE



SHELTER-IN-PLACE



FIRE



If you discover a fire

- Manually activate the fire alarm system
- Determine if it is safe for you to attempt to extinguish the fire (see fire extinguisher instructions below)
- Immediately exit the building, using the stairs; with the last person closing doors behind you
- Do not use elevators
- Call **9-911**, **state the type of emergency and request assistance.** Provide more details about the fire

Fire extinguishers

If you have been trained and it is safe to do so, you may fight **small**, contained fires with a fire extinguisher

Fire extinguisher instructions:

- P** Pull safety pin from handle
- A** Aim at base of fire
- S** Squeeze the trigger handle
- S** Sweep from side to side at base of fire

If a fire alarm sounds (bell or bong)

- Follow instructions from the Area Warden
- Walk to the nearest exit closing doors between you and the fire
- Assist people who have special needs
- Inform the Area Warden or fire personnel if you suspect someone is trapped inside the building
- Gather at designated assembly area
- Do not attempt to re-enter the building until instructed to do so by the fire department personnel, or your building manager

If trapped in a room

- Wet cloth and place around or under the door to prevent smoke from entering the room
- Close as many doors as possible between you and the fire
- Be prepared to signal to someone outside



FIRE



If caught in smoke

- Drop to hands and knees and crawl toward exit
- Stay low, as smoke will rise to ceiling level
- Hold your breath as much as possible
- Breathe shallowly through nose, and use a filter such as a shirt or towel

If forced to advance through flames

- Hold your breath
- Move quickly
- Cover your head and hair
- Keep your head down and your eyes closed as much as possible

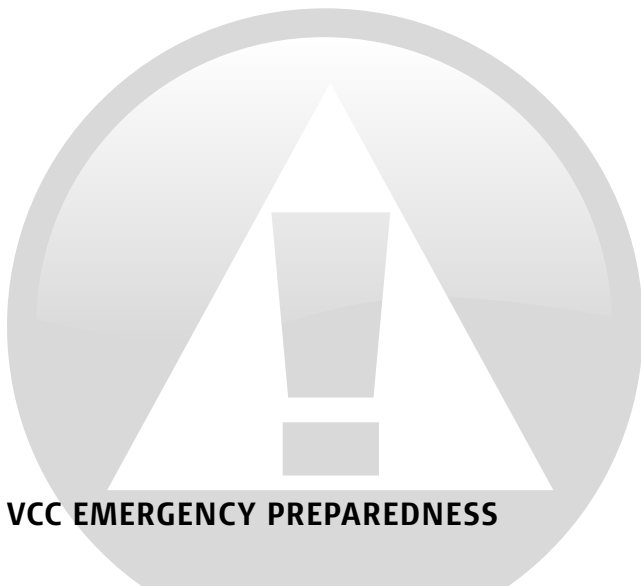


EXPLOSION



In the event of an explosion in the building, employees should take the following actions:

- Immediately take cover under tables, desks, or anything else that provides protection against flying glass and debris
- After the immediate effects of the explosion have subsided, call **9-911**, **state the type of emergency and request assistance**; and/or call **Security at 4444**
- If necessary, activate the building fire alarm system
- Evacuate the immediate area of the explosion following VCC's evacuation procedures
- Seek out and assist injured and disabled persons in evacuating the building. Exit via the stairway. Do not use the elevator
- Once outside, move at least 50 meters away from the building and proceed to the designated area for evacuation. Keep roadways and walkways clear for emergency vehicles
- Wait for instructions from emergency personnel
- Do not re-enter the building until instructed to do so



SPILL RESPONSE



Major Spill

In the event of a spill which

- Involves the release of a type or quantity of a chemical that poses an immediate risk to health; or
- Involves an uncontrolled fire or explosion:
 - Evacuate the building by activating the nearest fire alarm
 - Call **9-911**, state the **type of emergency and request assistance**. Give details of the accident: location, types of hazardous materials involved, and whether there is personal injury

If the accident involves personal injury or chemical contamination, follow the above steps as appropriate and at the same time:

- Move the victim from the immediate area of fire, explosion, or spill (if this can be done without further injury to the victim or you)
- Locate nearest emergency eyewash or safety shower. Remove any contaminated clothing from the victim and flush all areas of the body contacted by chemicals with copious amounts of cool or cold water for 15 minutes
- Administer first aid as appropriate and seek medical attention

Minor Spill

In the event of a spill involving the release of a type or quantity of a chemical which does not pose an immediate risk to health and does not involve chemical contamination to the body:

- Notify lab personnel and neighbours of the accident
- Isolate the area. Close lab doors and evacuate the immediate area if necessary
- Remove ignition sources and unplug nearby electrical equipment
- Establish exhaust ventilation. Vent vapours to outside of building only (open windows and turn on fume hoods)
- Locate spill kit
- Choose appropriate personal protective equipment (goggles, face shield, impervious gloves, lab coat, apron, etc.)

Note: All lab personnel MUST be properly fit tested before using a respirator.

- Confine and contain spill. Cover with appropriate absorbent material. Acid and base spills should be neutralized prior to cleanup. Sweep solid material into a plastic dust pan and place in a sealed 5-gallon container
- Wet mop spill area. Be sure to decontaminate broom, dustpan, etc. Put all contaminated items (gloves, clothing, etc.) into a sealed 5-gallon container or plastic bag
- call **Facilities at 8319 (DTN) or 7133 (BWY)** if spill is: Greater than 4 litres. Very toxic. Poses a fire hazard. If you need assistance

BOMB THREAT



Bomb threats are serious. Explosions themselves or an incorrect response to a bomb threat could result in panic, injury or death as well as disruption to operations through forced shut downs or damage to property.

TYPES OF BOMB THREATS

Hoax:

- A call is received. A search is completed. Nothing is found

Suspicious package:

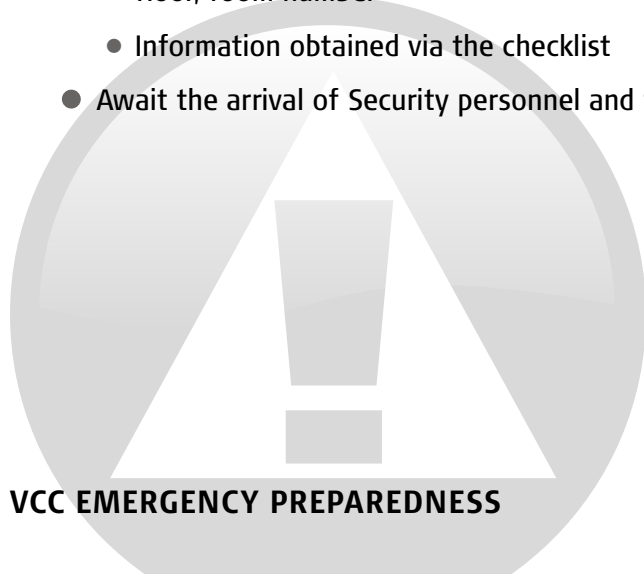
- A call is received. A search is undertaken. A suspicious package is found. An evacuation is ordered. The package is later determined to be safe

Explosive device:

- A call is received. A search is undertaken. An explosive device is found. An evacuation is ordered

Threat by telephone

- Do not hang up. Remain calm
- Take the caller seriously. Assume the threat is real
- If you have a digital phone, look for originating number
- **Ask questions using the checklist on the next page**
- Do not use cell phone, two-way radio, or any wireless communication device, as these may act as a detonator
- Have a co-worker call **Security at 4444** on another line, or call **4444** yourself immediately after hanging up
- Provide the following information:
 - Exact location of incident or threat - campus, department, floor, room number
 - Information obtained via the checklist
- Await the arrival of Security personnel and follow all instructions



BOMB THREAT



Telephone Bomb Threat Checklist

When is the bomb going to explode?

Where is it right now?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb? Why?

What is your name?

Where are you?

Exact wording of threat:

Caller's Voice

- | | | |
|--------------------------------|--------------------------------|---------------------------------------|
| <input type="radio"/> Calm | <input type="radio"/> Normal | <input type="radio"/> Ragged |
| <input type="radio"/> Angry | <input type="radio"/> Distinct | <input type="radio"/> Clearing throat |
| <input type="radio"/> Excited | <input type="radio"/> Slurred | <input type="radio"/> Breathy |
| <input type="radio"/> Slow | <input type="radio"/> Nasal | <input type="radio"/> Crackly |
| <input type="radio"/> Soft | <input type="radio"/> Stutter | <input type="radio"/> Coughing |
| <input type="radio"/> Loud | <input type="radio"/> Lisp | <input type="radio"/> Accented |
| <input type="radio"/> Laughing | <input type="radio"/> Raspy | <input type="radio"/> Familiar |
| <input type="radio"/> Crying | <input type="radio"/> Deep | <input type="radio"/> Disguised |



BOMB THREAT



Telephone Bomb Threat Checklist continued

Name of caller (if known):

Number from which call originated:

Gender:

Male Female Not sure

Culture/Ethnicity/Race (if known):

Age (estimate):

Young Middle Older

Name of recipient of call:

Number at which call was received:

Time:

Date:

Additional comments:

Background sounds

- Street Motor PA system
- Animals Office Household
- Static Factory Voices
- Music TV Other

Call Type

- Cell Land line Booth
- Local Long distance Other

Behaviour / Type of Language

- Polite Foul Incoherent
- Well-spoken Irrational Insulting
- Read out Recorded

BOMB THREAT



Threat by email or electronic communication

- Immediately call **Security at 4444**
- Provide the following information:
 - Exact location of incident or threat - campus, department, floor, room number
 - Information about the threat
 - Await the arrival of security personnel and follow all instructions



SUSPICIOUS MAIL AND PACKAGES



Suspicious objects

If you have received a package that contains or you suspect may contain a suspicious object:

- Do not disturb the item
- Do not pass it around
- If unopened, do not open
- Immediately call **Security at 4444**
- Provide the following information:
 - Exact location of incident or threat - campus, department, floor, room number
 - Number of people in the area
 - Description of the package and object (if known)
- Leave the package in place and move far away from the immediate area
- Await the arrival of security personnel

Potentially hazardous substances

If you have received a package that you suspect may contain a hazardous substance and have not opened it:

- Place item(s) individually in a plastic bag and seal it
- Place all items in a second plastic bag and seal that bag
- Stay in your office or immediate work area
- Prevent others from entering or leaving the area and potentially becoming contaminated or spreading a potential contamination
- Call for help. This may be your supervisor or **Security at 4444** depending on your situation
- Provide the following information:
 - Exact location of incident or threat - campus, department, floor, room number
 - Number of people in the area
 - Description of the package
 - Action taken (e.g. package sealed in bags, area isolated)
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth
- If possible (without leaving your work area) wash your hands
- Await the arrival of security personnel

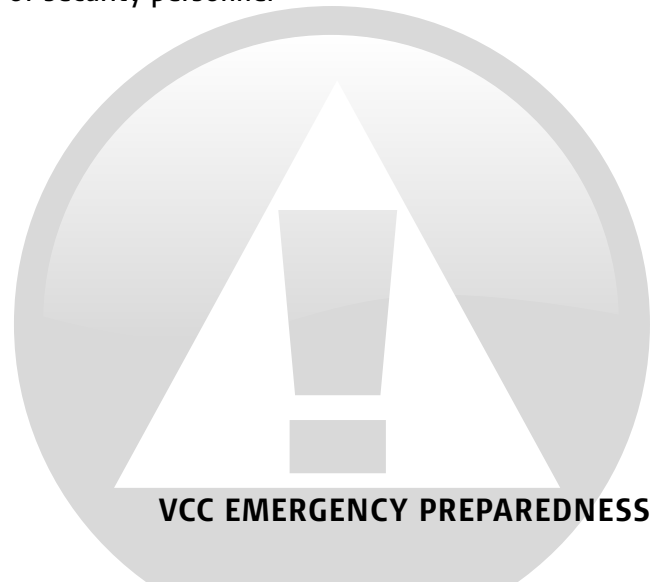


SUSPICIOUS MAIL AND PACKAGES



If you have received and opened a package containing a potentially hazardous substance:

- Do not disturb the item any further
- Do not pass it around
- If any material has spilt from the item, do not try to clean it up, or brush it from your clothing
- If possible place an object over the package without disturbing it (e.g.: a large waste bin)
- Stay in your office or immediate work area
- Prevent others from entering or leaving the area and potentially becoming contaminated or spreading a potential contamination
- Immediately call **Security at 4444**
- Provide the following information:
 - Exact location of incident or threat - campus, department, floor, room number
 - Number of people potentially exposed
 - Description of the package/substance
 - Action taken (e.g. package sealed in bags, area isolated)
 - Whether there is a ventilation system servicing the area
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth and if possible (without leaving your work area) wash your hands
- Turn off any fans or equipment that circulates air around your workplace
- Await the arrival of security personnel



SEVERE WEATHER



Severe weather conditions can occur suddenly or be predicted ahead of time. Severe weather likely to occur in this area includes accumulations of snow and ice, heavy rains, and high winds.

Campus closure

A decision to close the college, a single campus or any part of the college may result from any number of hazards – most commonly severe weather conditions. The decision to close or discontinue normal campus operations is made by the President or designate in consultation with other administrators.

In the event of a closure, the college will post a notice at vcc.ca and contact major radio stations to make an announcement.

If a decision is made for an unplanned closure of the college, or any part of the college, during scheduled working hours, the president's office notifies the vice presidents, deans, directors and associate deans who are responsible for advising the supervisors in their respective areas.

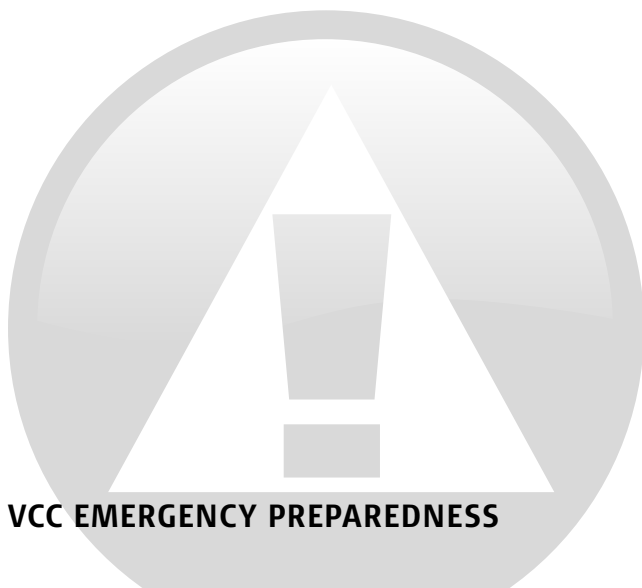
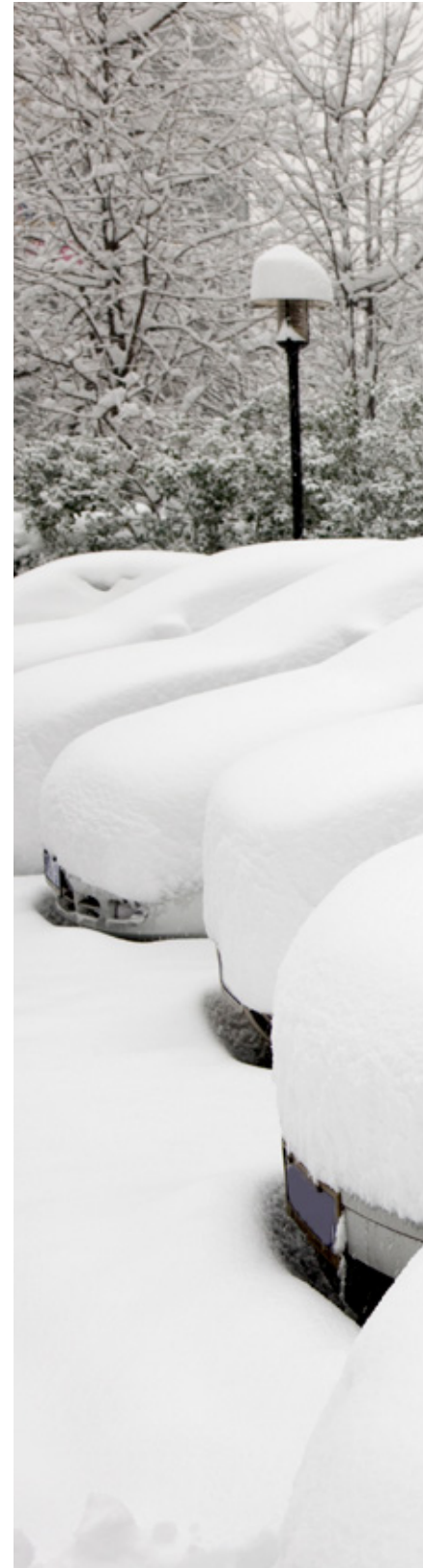
Personal Safety

Snow and Ice

To the greatest extent possible, walk only on paths that have been cleared or sanded. Stay clear of sagging or downed power lines. Heavy snow and ice may cause tree limbs to fall; avoid areas with the heaviest concentration of trees. Exercise extreme caution when driving.

Heavy Rains and Flooding

In the case of extensive roof or window leaks or imminent flooding of ground areas, unplug electrical devices and secure all equipment by moving or covering it. (See FLOODING section)



SEVERE WEATHER



High Winds

If possible, remain inside the building, away from windows. When outside, avoid areas with the heaviest concentration of trees. Stay clear of sagging or downed power lines.

Reporting hazards

Emergency situations that require immediate action and response should be reported to **Security at 4444**.

Other hazardous conditions that pose a danger to individuals or to campus property should be reported to **Facilities at 8319 (DTN) or 7133 (BWY) or Security at 4444**.

Securing records and equipment

Power outages may occur as a result of severe weather conditions. Equipment and office and laboratory materials could be damaged by flooding or conditions occurring as a result of broken windows or other damage to a building. Take appropriate action to secure vital records, equipment, and chemicals.



FLOODING



Major imminent flooding

- Secure vital equipment, records, and chemicals (move to higher, safer ground)
- Shut off all electrical equipment
- Secure all laboratory experiments, educational aids, demonstration equipment
- Wait for instructions from the area warden and/or security
- Do not return to your building unless you have been instructed to do so by someone from the emergency operations center or the facilities department

Minor imminent flooding

Minor or area flooding of campus is a more likely scenario. This could be the result of major, multiple rainstorms, or a water-main break.

In the case of imminent minor, weather-related flooding, Vancouver Community College will monitor the National Weather Service and other emergency advisories to determine necessary action such as evacuation of areas and cancellation of classes.

In case of water-main failure, affected areas of campus may require immediate evacuation.

Evacuation

- If advised to evacuate, do so immediately. Help anyone who needs assistance
- Follow instructions from the Area Warden and/or security
- Follow recommended evacuation routes – shortcuts may be blocked
- Leave early enough to avoid being marooned by flooded roads. Evacuation is much simpler and safer before flood waters become too deep
- If you are in a car and it stalls in a flooded area, abandon it immediately and climb to higher ground. Many deaths have occurred from attempts to move stalled vehicles
- If walking, climb to high ground and stay there
- Avoid walking through flood waters. If it is moving swiftly, even water six inches deep can sweep you off your feet

After a flood

- Flood dangers do not end when the water begins to recede
- Listen to a radio or television, and do not return to area until authorities indicate it is safe to do so
- Stay out of buildings if flood waters remain around the building





POWER OUTAGE



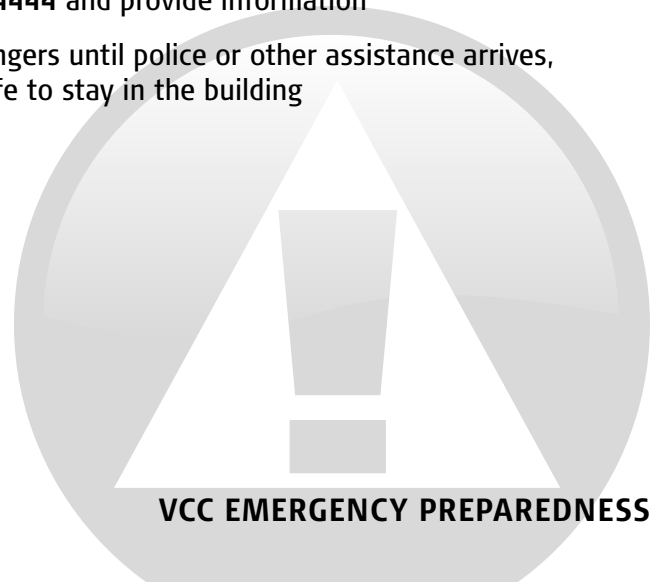
Keep flashlights and batteries in key locations throughout your work areas.

Major, campus-wide power outage

- Remain calm
- Follow directions from the facilities department or security
- If evacuation of a building is required, seek out people with special needs and provide assistance
- Laboratory and kitchen personnel should:
 - secure all material and unplug electrical equipment before evacuating
 - store all chemicals in their original locations
 - provide natural ventilation by opening all windows and doors
 - evacuate the laboratory or kitchen until power is returned, if it is not possible to open windows and doors and natural ventilation is inadequate
- Do not use candles or other types of open flame for lighting
- Unplug all electrical equipment including computers and turn off light switches
- Do not use elevators
- Emergency lighting for exit pathways will function for 15 to 30 minutes following a power outage
- In areas with poor natural light, evacuate promptly

People trapped in an elevator

- Tell passengers to stay calm and that you are getting help
- Call **Security at 4444** and provide information
- Stay near passengers until police or other assistance arrives, provided it is safe to stay in the building



EARTHQUAKE



If a major earthquake were to occur, Vancouver Community College must be prepared to provide its own resources for an unknown period of time. It is always a good idea to maintain certain supplies in your office.

The biggest dangers during an earthquake stem from:

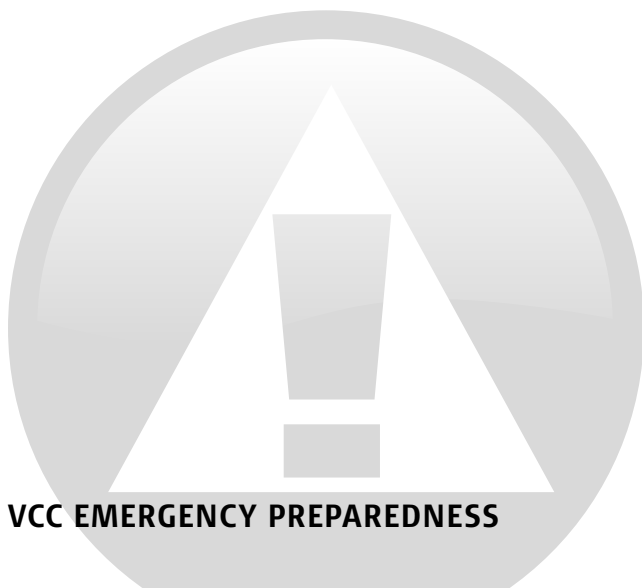
- Falling objects (pictures, items in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets, and bookshelves)
- Swinging doors and broken windows
- Fires (from broken natural gas lines or electrical short circuits)

If you are inside a building during an earthquake

- Stay inside
- Take cover underneath a desk or table or against an inside wall, protecting your head and neck
- Stay away from windows where glass can shatter and from objects that could fall on you
- Do not use elevators

If you are outdoors during an earthquake

- Stay in an open area away from trees, buildings, walls, and power lines. Do not enter the building
- Drop to your knees and get into a fetal position, close your eyes and cross your arms over the back of your neck for protection
- Stay in fetal position until the shaking stops
- In a moving vehicle, stop quickly and stay in the vehicle. Once the shaking has stopped, proceed with caution
- Avoid bridges or ramps that may have been damaged by the quake



EARTHQUAKE



After shaking stops

Be prepared to evacuate if instructed to do so. The decision to evacuate campus will be based on the severity of the earthquake and the damage to the buildings.

- Do not use regular or cellular phones except to report serious injuries
- If personnel are instructed to evacuate, follow VCC's evacuation procedures
- Assist in the building evacuation of people with special needs
- Area Wardens and/or security personnel will provide instructions for immediate action by means of door-to-door alert, police-vehicle loud speakers, fire alarms, and bull-horns
- Do not enter any building that is deemed to be or appears unsafe
- Leave the area if you smell gas or fumes from other chemicals
- Be prepared for aftershocks
- Help injured or trapped people. If able, give first aid where appropriate. Do not move the seriously injured unless they are in immediate danger of further injury. Call for help



CIVIL DISTURBANCE

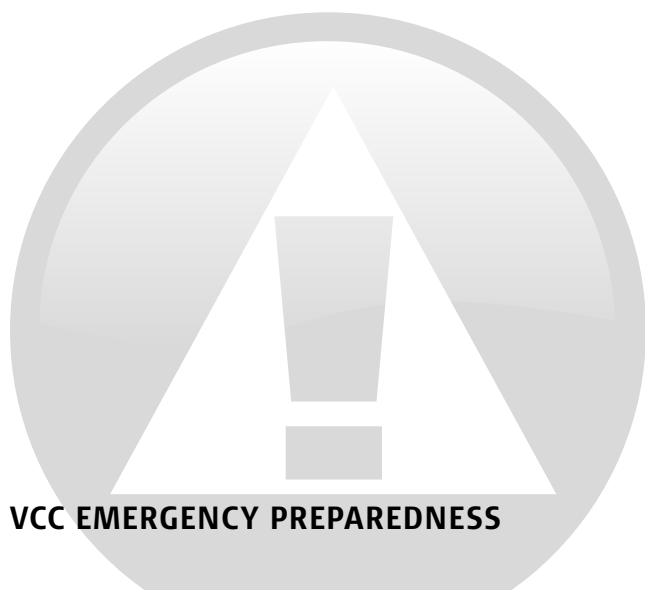


Civil disturbances include riots, property damage, threatening individuals, or assemblies that have become significantly disruptive.

Demonstrations are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally problematic when they obstruct college business. VCC security will attempt to monitor demonstrations that have a potential for violence, property damage, or disruption.

Occupants

- Avoid provoking or obstructing demonstrators
- Secure your area (lock doors and safes; remove files, vital records, and secure expensive equipment)
- Avoid area of disturbance
- Continue with normal routines as much as possible
- If the disturbance is outside, stay away from doors or windows. Stay inside
- If security personnel are not already present, call **Security at 4444**, to alert them to the situation



THREATENING AND VIOLENT BEHAVIOUR



Threats may be indirect expressions of frustration or anger directed toward a person/office or direct statements of intent to harm. These situations are complex, and individuals are not expected to assess whether the threat is serious and might actually lead to harm. Take seriously any behaviours or words implying a threat and consult appropriate people.

Steps to Follow

If the threat is immediate, leave the situation if possible and call **Security at 4444 or 9-911**, state the type of emergency and request assistance. If threats or behaviours indicate possible danger, personal safety is the top priority.

Angry or hostile individuals

- Stay calm. Listen attentively. Maintain eye contact
- Be courteous. Be patient. Be respectful
- Keep the situation in your control

Verbal threats

- Signal a co-worker or supervisor, that you need help (have a prearranged code or alarm system)
- Do not make any calls yourself. Have someone call **Security at 4444 or 9-911**

Threats with a weapon

- Stay calm. Quietly signal for help using an alarm or code system
- Maintain eye contact
- Stall for time. Keep talking - but follow instructions from the person who has the weapon
- Don't risk harm to yourself or others. Never try to grab the weapon
- Watch for a possible chance to escape to a safe area

Post-incident

If threat is serious and could endanger a member of the college community:

- Immediately call **Security at 4444 or 9-911**
- Advise your supervisor, manager or department head of the incident
- If the incident involves an employee, call human resources.
- If the incident involves a student, call the dean of student services and/or the director of safety & security.

Documentation

- Describe the sequence of statements and the context.
- Give details. Is there a history of animosity? Have threats been made in the past? Is the person known to have a weapon? This information is important in evaluating the level of risk
- Provide documentation to security

ACTIVE ASSAILANTS



When assailant/s are actively discharging firearms on the campus, there is little or no time to react. Until police arrive to take immediate action to end the danger, take the steps below to help keep you safe:

Occupants distant from shooter

If you are distant from the assailant and able to exit the building:

- Exit the building immediately, if you are able to do so without putting yourself in danger
- Tell anyone you encounter to exit the building immediately
- Follow all instructions from the Area Warden

If police units have arrived on scene:

- Move toward any police vehicle when safe to do so
- Keep your hands on top of your head
- Do exactly and immediately what the police tell you to do
- Don't leave the area entirely, you may have information that responding police officers will need
- Once in a safe place stay where you are

If police are not on scene:

- Move well away from the incident
- Find a safely covered area (not the parking lots)
- If able to do so, call **9-911**, **state the type of emergency and request assistance** and **Security at 4444**
- Wait for the police to arrive.

Provide police and security with the following information:

- Your name
- Location of the incident (be as specific as possible)
- Number of shooters (if known)
- Identification of the shooter (if known)
- Description of the shooter (if known)
- Number of persons who may be involved
- Your location



ACTIVE ASSAILANTS



Shelter-In-Place

If you are in close proximity to assailant and unable to safely exit the building:

- Go to the nearest room or office; do not hide in washrooms; stay out of hallways
- Close and lock or barricade the door. If there is a glass in door, cover it over
- Remain quiet and act as if nobody is in the room
- Do not leave a place of safety. Do **NOT** answer the door
- Follow all instructions from the Area Warden
- If able to do so, call **9-911**, **state the type of emergency and request assistance** and **Security at 4444** and provide police and security with all information listed above
- Should the fire alarm sound do **NOT** evacuate the building unless:
 - You have been instructed to do so by an Area Warden
 - You have been advised by police/security to evacuate

Occupants in classrooms or offices

- If you are a distance from the assailant, attempt to exit through the window (ground floor only). Move to a safe exterior place with your hands on your head
- If the windows don't open, you cannot break them, or you are not on a ground floor: Get out of sight from the door. Stay low and quiet

Occupants in hallways or corridors

- Get out of the hallways
- Unless you are very close to an exit, do **NOT** run down long halls to get to an exit
- Go into a room that is not already secured and secure it. Do **NOT** hide in washrooms

Occupants in large rooms or auditoriums

If in a theatre or other large room and the assailants are not present:

- Move to and out the external exits
- Move toward any police. Keep your hands on your head
- Follow police instructions.

Occupants trapped with shooter

If you are trapped with the shooter:

- Don't do anything to provoke them
- If they are not shooting, do what they say and don't move suddenly
- Try to keep your emotions under control so you can think

21 ANNEX 3 -HAZARD RISK VULNERABILITY ANALYSIS

21.1 Hazard Risk Vulnerability Analysis

INCREASED RISK				
1: Frequent or Very Likely		<ul style="list-style-type: none"> Snow storms Information Systems 		
2: Moderate or Likely		<ul style="list-style-type: none"> Electrical power outage(External) Property Riots/public disorder 	<ul style="list-style-type: none"> Bomb threat Physical Assault 	
3: Occasional, Slight Chance	<ul style="list-style-type: none"> Hailstorms Motor vehicle crashes 	<ul style="list-style-type: none"> Natural Gas outage Pest infestations Natural gas leak Life Safety Systems Flooding(Internal cause) Fire (External, adjacent buildings) Ice storms and fog Hazardous spills 	<ul style="list-style-type: none"> Electrical power outage(Internal) Heating/Cooling System Failure Human diseases Water/Sewer outage(External) 	<ul style="list-style-type: none"> Fire (Internal) Ground motion effects
4: Unlikely, Improbable	<ul style="list-style-type: none"> Lightning Drought 	<ul style="list-style-type: none"> Steam outage Blizzards 	<ul style="list-style-type: none"> Boiler explosion Land subsidence Air crashes Flooding 	<ul style="list-style-type: none"> Structural collapse
5: Highly Unlikely	<ul style="list-style-type: none"> Dam failure Animal diseases 	<ul style="list-style-type: none"> Storm surges Wildfire Erosion and accretion Heat waves 		
6: Vary Rare Event	<ul style="list-style-type: none"> Plant diseases Avalanches: Ice jams Space object crash Marine accidents 	<ul style="list-style-type: none"> Ash falls Hurricanes Tornadoes Tsunamis 	<ul style="list-style-type: none"> Pyroclastic flows Lava flows Mudflows 	
	1: Very Low	2: Low	3: High	4: Very High
	IMPACT			

Impact

1: Very Low	Temporary Interruption of one day or less
2: Low	Interruption for two to four days
3: High	Interruption for one week
4: Very High	Interruption for longer than one week

Likelihood

1: Frequent or Very Likely	Every 1 – 3 years
2: Moderate or Likely	Every 3 – 10 years
3: Occasional, Slight Chance	Every 10 – 30 years
4: Unlikely, Improbable	Every 30 – 100 years
5: Highly Unlikely	Every 100 – 200 years
6: Vary Rare Event	Every 200 – 300 years

Frequent or very likely to occur events usually have a high number of recorded incidents or anecdotal evidence. For example, a rural valley that is subject to some degree of flooding every year or so.

Moderate or likely to occur hazards also have a historical record but occur with a frequency of three to ten years. For example, an urban interface fire threat in a region that experiences forest fires every year.

Occasional or slight chance means events are those that occur infrequently. There may be little recorded historical evidence and a return interval of 10 to 30 years is possible. For example, a rail accident where dangerous goods are released.

Unlikely or improbable refers to hazards that are not expected to occur more frequently than once every 30 to 100 years. There may be no historical incidents in the community. For example, a commercial airplane ground collision with a total loss of life.

Highly unlikely or rare events are extremely unlikely and have a return period of 100 to 200 years. For example, a "one hundred year flood."

Very rare events may happen every 200+ years. For example, a magnitude 8 earthquake might occur every 200 years somewhere in coastal British Columbia.

Completed by the VCC Emergency Response Plan Working Group September 2007



**EMERGENCY RESPONSE PLAN
REPAIR GARAGE B074**



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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VCC Broadway Campus - 1155 East Broadway Vancouver BC V5T 4V5

EMERGENCY RESPONSE PLAN
NGV MAINTENANCE GARAGE SAFETY SYSTEM
REPAIR GARAGE B074
VANCOUVER COMMUNITY COLLEGE



Presented to:
Vancouver Community College

Prepared by:
Jenmar Concepts
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V1M 4A9

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1	Issued to client for use	M.EPP	2016-08-08
2	Client revisions incorporated	A.ROBINSON	2016-09-15



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

EMERGENCY CONTACT LIST

Vancouver Community College B074 Repair Garage
Natural Gas Leak Emergencies

Organization	Emergency Telephone Number
Fire / Police / Ambulance	911
FortisBC Gas Emergencies (24 Hour)	1-800-663-9911
CANUTEC (Transport Canada)	1-613-996-6666 (Call Collect) (*666 cellular phone)
Dangerous Goods 24-hour information Centre	1-800-272-9600
British Columbia Safety Authority (BCSA)	1-866-566-7233 (press 6 for emergency)
VCC Dept. of Heavy Duty/Comm. Transportation	Rick Cyr 1-604-871-7000 ext. 7390
VCC Dean Trades, Tech & Design	Brett Griffiths 1-604-488-4204
VCC Director of Facilities	Jerry Guspie 1-604-365-1576
VCC Director of Safety and Security	Surinder Aulakh 1-604-996-3102
VCC Incident Commander	Facilities on Duty or Security Officer
VCC Site Security	1-604-889-4136
Jenmar Concepts (NGV Garage Design Engineering Services)	Allan Robinson 1-604-424-9545



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074




Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

TABLE OF CONTENTS

- 1 Administration 4
 - 1.1 Policy Statement 4
 - 1.2 Purpose 5
 - 1.3 Scope 5
 - 1.4 Legislation & Industry Standards 6
 - 1.5 Definition of Terms 6
 - 1.6 Facility Particulars 7
 - 1.7 Hazardous Substances 8
 - 1.8 Hazard Identification 9
- 2 Emergency Response Procedures 11
 - 2.1 General Response to an Emergency 11
 - 2.1.1 Levels of Emergency 11
 - 2.2 Minor Emergency 12
 - 2.3 Serious Emergency 13
 - 2.4 Critical Emergency 15
- 3 Automated Gas Alarms and Response Procedures 17
 - 3.1 Emergency Shut down (esd) alarm 17
 - 3.2 MEDIUM LEL Alarm 18
 - 3.3 HIGH LEL Alarm 18
- 4 Trouble Alarm 20
- 5 Gas Detection and response Equipment 21
- 6 Emergency Response Plan Implementation 26
 - 6.1 ERP Evaluation and Approval 26
 - 6.2 Training 26
 - 6.3 ERP Review and Update 26
- 7 Appendices: Additional Information 27
- 8 Appendix A: Building Plans 28
- 9 Appendix B: Dangers of Natural Gas 29
- 10 Appendix C: Natural Gas MSDS 31
- 11 Appendix D: VCC Evacuation Plan 36

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

1 ADMINISTRATION

1.1 POLICY STATEMENT

Vancouver Community College (VCC) is committed to emergency prevention and preparedness through training of personnel and implementation of this Emergency Response Plan (ERP).

VCC management holds paramount the health and safety of all employees, students, and the general public and is committed to protecting the environment. In the event of an emergency VCC considers the following order of priorities:

1. Immediate safety of all VCC employees, students, and site visitors
2. Immediate safety of all members of the surrounding community (includes neighbours and the general public)
3. Protection of the environment
4. Protection of VCC infrastructure and equipment

In the event of an emergency, the VCC Incident Commander has full authority over all emergency actions and procedures in accordance with this ERP until emergency response personnel arrive at the scene. The Incident Commander will defer authority to emergency response personnel once they have arrived. All public and media inquiries related to an emergency on VCC property will be addressed by Management only.

The Incident Commander will be responsible for Operation and Maintenance of the Gas Safety System. The system will be maintained, including scheduled gas sensor calibration and system testing, in accordance with the system Operation and Maintenance Manual.

All employees and students of VCC who may be affected by an emergency situation in the B074 Service Garage will be required to be trained in the execution of the procedures as described in this ERP. All newly-hired employees will be required to participate in training prior to start of work. Re-training for all employees shall occur every 12 months or after any revisions to this ERP. The Incident Commander will conduct training drills every 3 months.

After any emergency, VCC Management will review the performance of all personnel involved to ensure compliance with this policy. Employee training records will be reviewed twice annually by Management to ensure compliance with this policy. All incidents involving CNG fuel systems, including near misses and environmental releases will be reported to the British Columbia Safety Authority (BCSA). VCC Management will review and revise this ERP (as necessary) every 12 months or after an emergency, whichever occurs first. All ERP revisions will be submitted to the Vancouver Fire Service for review prior to implementation.

This ERP is effective date is July 28th, 2016.



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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1.2 PURPOSE

The safety of the public and VCC employees is the most important part of the response in any emergency.

The purpose of this Emergency Response Plan (ERP) is to:

- Establish basic roles and responsibilities for response in the event of an emergency;
- Establish a VCC emergency response organization to manage emergency response and environmental impacts at this site;
- Establish clear lines of communication within the emergency response organization;
- Identify the potential hazards, use of emergency equipment at site and how to respond to different levels of emergency;
- Provide effective support through the response, recovery, and resumption phases of a major emergency;
- Identify departments responsible for maintaining, reviewing and updating the ERP;
- Identify departments responsible for training, execution of drills, and maintenance of emergency equipment.

1.3 SCOPE



This ERP is a guide for responding to incidents and emergencies at:

**Natural Gas Vehicle (NGV) Garage – Room B074
Vancouver Community College
1155 E Broadway
Vancouver, BC, V5T 4V5**

Note/Disclaimer: There are additional service garages as well as classrooms, offices, and mechanical/electrical rooms located within the same building and adjacent to the NGV garage. This ERP only applies to the NGV Garage where NGV maintenance is permitted. This ERP does not cover the location and use of existing or legacy life safety equipment (e.g. fire extinguishers, sprinklers, fire alarm) and is only intended to form part of an overall Facility Emergency Response Plan (by others).

This ERP is prepared as a guideline for:

- VCC emergency response organization;
- VCC on site personnel, supervisors, and students;
- Response upon the loss of containment of natural gas from the natural gas equipment or vehicles in the maintenance garage;
- Response in the event of fire near or in the NGV garage;
- Organizations that have responsibility under this plan including:
 - Local fire department;
 - VCC supervisory personnel

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

1.4 LEGISLATION & INDUSTRY STANDARDS

The safety systems of the maintenance garage are designed based various Canadian and US industry standards including:

- CSA C22.1 Canadian Electrical Code (CEC)
- NFPA 30A Code for Motor Fuel Dispensing Facilities and Repair Garages
- NFPA 52 Vehicular Gaseous Fuel Systems Code
- NFPA 51B Standard for Fire Prevention During Welding, Cutting, and Other Hot Work
- NFPA 88A Standard for Parking Structures

1.5 DEFINITION OF TERMS

The following terms and abbreviations are used throughout this document and are defined as follows:

- BCSA – British Columbia Safety Authority
- CNG – Compressed Natural Gas (odorized methane gas stored at high-pressure on-board CNG vehicles)
- ERP – Emergency Response Plan
- ESD – Emergency Shut-Down
- LEL – Lower explosive limit, defines the lowest gas concentration in air that can support combustion
- NGV – Natural Gas Vehicle (vehicle powered by natural gas. Includes CNG and LNG vehicles)
- SCF – Standard Cubic Foot of natural gas. Defined as one cubic foot of natural gas at standard conditions (101.325 kPa (14.7 psig) and 15°C.)



**EMERGENCY RESPONSE PLAN
REPAIR GARAGE B074**



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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1.6 FACILITY PARTICULARS


The following tables provide a description of the facility, safety systems and relevant specifications for the vehicles serviced in the NGV Garage (room B074).

Table 1 – Facility Information

Type of service in facility	Minor/major repair of CNG and diesel vehicles
NGV Garage B074 dimensions (W x L x H)	35' x 30' x 23' (10.7m x 9.1m x 6.9m)
NGV Garage B074 floor area	1050 sq. ft. (98 sq. meters)
Storage Room B081 dimensions (W x L x H)	6.5' x 23' x 23'(2m x 6.9m x 6.9m)
Compressor Room B080 dimensions (W x L x H)	6.5' x 10' x 23'(2m x 3m x 6.9m)
No. of methane gas sensors and type	4 x IR gas sensors
No. of ventilation fans and capacity	1 x 2,500 cfm
Fire detection system	none
Smoke detection system	Yes
Sprinkler system	Yes
Ventilation Fan MCC Panel	Yes
Gas Detection Control Panel	Yes
Audible horns and strobes	Yes
ESD call buttons	Yes
Fire alarm pull stations (Existing)	Yes
Fire extinguishers (Existing)	Yes
Fire Alarm Control Panel (Existing)	Yes

Table 2 – NGV Specifications and Hazardous Substance Storage Quantities

NGV Type	CNG
Typical maximum CNG Capacity in fuel container	5000 scf @ 3600 psig
Maximum Pressure in CNG fuel container	3600 psig

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

1.7 HAZARDOUS SUBSTANCES

Material Safety Data Sheets (MSDS) for Natural Gas are provided in the Appendix. Dangers associated with natural gas are described in Appendix B. A summary of CNG properties are provided below. Note that CNG can exist in a vapour state only.

Compressed Natural Gas (CNG)

- Odorized gas
- Lighter-than-air
- Non-toxic and non-breathable
- Stored at high-pressure (up to 3600 psig)



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

1.8 HAZARD IDENTIFICATION

Incident prevention through design, operation and maintenance is a key to preventing emergencies. The following hazards and preventative actions have been identified for the NGV repair garage.

Table 3 – Hazard Identification and Prevention

Emergency Description	Prevention/Mitigation Action
<p>Safety systems fail to work System or components of system fail to work as intended</p>	<ul style="list-style-type: none"> • Redundant systems installed (e.g. multiple gas detectors each individually wired) • Regularly test ESD call buttons, gas detection, ventilation system and safety controls systems • Scheduled calibration of gas sensors • Regular planned preventative maintenance of system • Prepare Emergency Response Plan for use in event of emergency
<p>Personnel injury While maintaining safety equipment (rotating equipment, high voltage)</p>	<ul style="list-style-type: none"> • Establish safe work procedures and provide training • Use only trained personnel for maintenance • Wear personal protective equipment (PPE) • Use electrical lock-out procedures before working on equipment
<p>Minor Gas leak from CNG vehicle CNG Vehicle in garage allows small leak from fuel system</p>	<ul style="list-style-type: none"> • Trained and licensed service personnel • Established and documented maintenance procedures • Shut-off fuel container fuel valve when vehicle parked inside service garage for servicing • Gas detection installed inside maintenance garage • Audible and visual alarms for gas detection • Self-actuating exhaust ventilation system if gas is detected • Manual activation of ventilation system via ESD call buttons in garage • Stop work, isolate and repair leak • Provide local ventilation – open garage door
<p>Major Gas leak from CNG vehicle Vehicle in garage allows large leak from fuel system</p>	<ul style="list-style-type: none"> • Trained and licensed service personnel • Established and documented maintenance procedures • Shut-off fuel container fuel valve when vehicle parked inside service garage for servicing • Stop work, isolate and repair leak • Drain and nitrogen purge fuel containers and fuel system before undergoing service • Gas detection installed inside maintenance garage • Audible and visual alarms for gas detection • Self-actuating exhaust ventilation system if gas is detected





EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project: Vancouver Community College NGV Service Facility **Doc No.** 99-035-007-00

Emergency Description	Prevention/Mitigation Action
	<ul style="list-style-type: none">• Manual activation of ventilation system via ESD call buttons in garage• Maintain man doors in closed position to eliminate cross ventilation from garage to adjacent spaces• Maintain sealing of wall penetrations to eliminate gas migration to adjacent spaces• Monitor and check any building modifications to assure that safety systems are not compromised
Ignition of flammable gas Gas leak and ignition (static charge, hot work in garage, cell phones, use of arcing or sparking equipment, use of un-classified electrical equipment)	<ul style="list-style-type: none">• Observe 11 meter separation between hot work area and CNG vehicles in garage• Use explosion-proof trouble lamps when working on CNG on vehicles• Maintain zone 2 hazardous areas in top 450 mm of ceiling space free of arcing and sparking equipment• Observe strict hot work procedures when working on CNG vehicles

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

2 EMERGENCY RESPONSE PROCEDURES

2.1 GENERAL RESPONSE TO AN EMERGENCY

When an emergency arises that affects the normal, safe operation of the facility, it is essential that a predetermined course of action and the means necessary to accomplish this action be immediately implemented to:

- Protect yourself, VCC employees and students;
- Protect the public;
- Protect public property;
- Protect company facilities.

Emergency Response agencies should be notified whenever local resources are not able to handle the incident or are not available to assist. Typical emergency response agencies include:

- Fire Department
- Police/Ambulance
- FortisBC Gas Emergencies

Depending on the event that occurs, different emergency response procedures have been prepared. In the event that one of the following incidents occurs, perform the corresponding procedure.

2.1.1 Levels of Emergency

The procedures outlined in this section will be performed by on site personnel. Levels of emergencies are classified as;

- Minor
- Serious
- Critical

When co-ordination of activities between onsite staff and first response agencies is required, the VCC Incident Commander shall co-ordinate these activities.

Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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2.2 MINOR EMERGENCY

During a minor emergency there is:

- No personnel injury or no immediate danger to on-site staff, students and visitors
- No immediate danger to other equipment or buildings
- No potential for off-site impacts
- No requirement for off-site assistance

EXAMPLES OF A MINOR EMERGENCY:

- Small audible CNG leak from CNG vehicle hose fittings, tube, pipe fittings or control components.
- Faint smell of gas in garage (CNG vehicles or natural gas leak only)
- Small fire near the CNG vehicle

IMMEDIATE ACTIONS:

- In the case of a faint smell of gas (CNG vehicle), isolate the leak source (i.e. close cylinder valve on fuel container).
- If the leakage source cannot be identified and immediately rectified, **push an ESD Call button.** This will initiate ventilation fan operation, signal evacuation and clear the building of leaked gas.
- If there is evacuation of the facility, meet at allocated muster station.
- In the event of a small fire, extinguish the fire with a fire extinguisher. Do not push the ESD Call button. This will increase air flow and exacerbate the situation.

NOTIFICATIONS:

- Notify Incident Commander as follows:
 - During business hours: As per VCC after-hours contact list (TBC)
 - After-hours response : As per VCC after-hours contact list (TBC)
- In event of gas leak, notify FortisBC 24-hour Emergency Line – 1-800-663-9911 (or 911)

PROCEDURES – FIRST RESPONDERS

In the event of a small leak:

- Clear and secure area. Ensure safety of all people on site.
- Ensure there are no ignition sources within the entire NGV garage or adjacent storage room (B081) or compressor room (B080).
- Ensure man doors are closed from NGV garage.
- Notify Incident Commander and remain on site until leak is fixed.
- Ensure the incident has been reported to the Incident Commander and logged.

In the event of a small fire in the garage:

Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
-----------------	--	----------------	---------------

- Only attempt to put out a natural gas fire if the source of natural gas has been isolated. Fire extinguishers can be used on small fires if the source of fuel has been isolated.
- Ensure man doors are closed from NGV garage.
- If fire spreads the **Serious Emergency Procedure** should be followed.
- Remain on site until fire is under control/ extinguished or taken over by fire department.
- Ensure incident has been reported to the Incident Commander and logged.

2.3 SERIOUS EMERGENCY

During a serious emergency there is:

- Injury or immediate danger to VCC staff, students or visitors
- Immediate danger to other equipment or buildings
- Potential for off-site impacts
- Requirement for off-site assistance

EXAMPLES OF A SERIOUS EMERGENCY:



- Substantial CNG leak that requires assistance from Fire Department or first responders including, but not limited to:
 - Relief valve failure / does not close
 - Tube or pipe failure
 - Leaks on fittings directly connected to the fuel container
- Vehicle or forklift collision with CNG vehicle causing fuel container or fuel system damage
- A fire in the vicinity of the CNG vehicle.

IMMEDIATE ACTIONS

- **Push an ESD Call button in the event of a CNG leak.** This will initiate ventilation fan operation, signal evacuation and clear the building of leaked gas. Meet at the allocated muster station.
- **Close valve on fuel container** (Only if valve(s) are accessible without compromising personal safety)
- **Call 911 for emergency response:** if there are any serious injuries only attend to injury and first aid needs after placing the 911 call.
- **Activate fire alarm in the event of a fire.** Do not push the ESD Call button. This will increase air flow and exacerbate the situation.

NOTIFICATIONS

- Call 911 if required (Police / Fire / Ambulance as required)
- Notify Incident Commander as per VCC contact list
- In event of gas leak, notify FortisBC 24-hour Emergency Line – 1-800-663-9911 (or 911)
- In the event of fire or uncontrolled gas release, notify BCSA – 1-866-566-7233

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

PROCEDURES– FIRST RESPONDERS

In the event of a substantial gas leak:

- Clear and secure area. Ensure safety of all people on site.
- Ensure there are no ignition sources within the entire NGV garage or adjacent storage room (B081) or compressor room (B080).
- Block access to NGV garage area
- If not already isolated automatically by the gas detection system (as per design), turn off main power breaker(s) to garage area.
- Close manual isolation valve on fuel containers (Only if valves are accessible without compromising personal safety). Valves are located on the vehicle fuel containers.
- Remain on site until emergency responders have taken control of the emergency.
- Before facility power can be restored check the gas detection control panel to ensure that gas concentration levels are negligible.
- Ensure incident has been reported to the Incident Commander and logged.

In the event of a CNG fire in the garage:

- Allow only qualified fire fighters to fight a fire.
- Clear and secure area.
- Block access to NGV garage area
- Close manual isolation valve on fuel containers (Only if valves are accessible without compromising personal safety). Valves are located on the vehicle fuel containers
- Do not attempt to contain a fire that is fueled by a natural gas leak that has not been stopped.
- If not already isolated automatically by the gas detection system (as per design), turn off main power breaker(s) to NGV garage area.
- Remove any vehicles from the NGV garage that are operable (only if accessible and without compromising personal safety).
- Remain on site until emergency responders have taken control of the emergency.
- Before facility power can be restored check the gas detection control panel to ensure that gas concentration levels are negligible.
- Ensure incident has been reported to the Incident Commander and logged.
- Once a fire has been extinguished, reset the fire alarm and the fire alarm control panel.

Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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2.4 CRITICAL EMERGENCY

During a critical emergency there is:

- Serious injury to staff, students, or visitors
- A serious emergency that is escalating
- A threat to life and property

EXAMPLES OF A CRITICAL EMERGENCY

- A large fire in the garage
- Major high pressure failure of the CNG fuel container
- Major leak and fire due to rupture of gas line on vehicle fuel system
- A fire due to ignition of leaking CNG
- Gas explosion
- Seismic activity resulting in equipment malfunction or damage

IMMEDIATE ACTIONS

- **Push an ESD Call button in the event of a CNG leak.** This will initiate ventilation fan operation, signal evacuation and begin clearing the facility of leaked gas. Meet at allocated muster station.
- **Close valve on fuel container** (Only if valve(s) are accessible without compromising personal safety).
- **Call 911 for emergency response:** if there are any serious injuries only attend to injury and first aid needs after placing the 911 call.
- **Activate fire alarm in the event of a fire.** Do not push the ESD Call button. This will increase air flow and exacerbate the situation.

NOTIFICATIONS

- Call 911 if required (Police / Fire / Ambulance as required).
- Notify Incident Commander as per VCC contact list
- In event of gas leak, notify FortisBC 24-hour Emergency Line – 1-800-663-9911 (or 911)
- In the event of fire or uncontrolled gas release, notify BCSA – 1-866-566-7233

PROCEDURES – FIRST RESPONDER

In the event of a substantial gas leak and fire or explosion:

- Allow only qualified fire fighters to fight a fire.
- Clear and secure area. Ensure safety of all personnel on site.
- Ensure there are no ignition sources within 155 meters (500 feet).



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
-----------------	--	----------------	---------------

- Block access to property.
- Close manual isolation valve on fuel containers (Only if valves are accessible without compromising personal safety). Valves are located on the vehicle fuel containers.
- Do not attempt to contain a fire that is fueled by a natural gas leak has not been stopped.
- If not already isolated automatically by the gas detection system, turn off main power breaker(s) to NGV garage area.
- Remove any vehicles from the NGV garage that are operable (only if accessible and without compromising personal safety).
- Notify Incident Commander for office evacuation.
- Remain on site until emergency responders have taken control of the emergency.
- Before facility power can be restored check the gas detection control panel to ensure that gas concentration levels are negligible.
- Ensure incident has been reported to the Incident Commander and logged.
- Once a fire has been extinguished, reset the fire alarm and the fire alarm control panel.

In the event of Seismic Activity:

- Drop, Cover, and Hold on until the shaking has stopped.
- Clear and secure area. Ensure safety of all personnel on site.
- Do not shut down the facility unless fire or major gas leak has developed.
- Check for gas leaks, or broken tube fittings before resuming regular NGV garage work.
- Ensure incident has been reported to the Incident Commander and logged.

Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
-----------------	--	----------------	---------------

3 AUTOMATED GAS ALARMS AND RESPONSE PROCEDURES

This section explains a combination of automated and manual procedures related to automated alarms generated by the gas detection control system.

3.1 EMERGENCY SHUT DOWN (ESD) ALARM

If any of the installed ESD call buttons are activated, the ESD Alarm will be automatically initiated. Components of this alarm include the following:

- “ESD Alarm” will be indicated at the gas detection control panel
- Sounding of audible alarm and amber horn strobes
- Activation of AMBER annunciator lighting inside and outside of NGV garage

Immediate Actions

- Cease all active work
- Isolate source of gas supply if known/able without endangering personal safety
- Turn off any arcing/sparking equipment or tools containing or producing hot surfaces
- Evacuate NGV garage and all adjacent spaces and meet at allocated muster stations

Automatic Actions of Alarm

In the event of ESD alarm, the safety system will automatically perform the following preventative measures:

- Ventilation fan will operate at full flow capacity
- Two designated bay doors in NGV garage will open to 25% height, or open an additional 25% if partially open already
- Supervisory personnel will be notified via DDC system.

Procedures – First Responders

- Clear and secure area to prevent personnel from entering NGV garage
- Incident Commander should check the gas detection control panel (located in room B073B) for gas concentration level prior to re-entering the NGV garage. If gas concentration is decreasing, then the leak is dissipating. If it is holding steady or increasing, then the leak is persisting.
- The NGV garage may be entered by supervisory personnel to check for source of leak and remedy as required before communicating all clear to staff for resumption of normal work activities.
- Ensure incident has been reported to the Incident Commander and logged.



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
-----------------	--	----------------	---------------

3.2 MEDIUM LEL ALARM

If any of the installed methane gas sensors detect a concentration of 20% LEL or greater, a MEDIUM LEL Alarm will be activated. Components of this alarm include the following:

- “20% LEL” Alarm will be indicated at the gas detection control panel
- Sounding of audible alarm and amber horn strobes
- Activation of AMBER annunciator lighting inside and outside NGV garage

Immediate Actions

- Cease all active work.
- Isolate source of gas supply if known/able without endangering personal safety.
- Turn off any arcing/sparking equipment or tools containing or producing hot surfaces.
- Evacuate NGV garage and adjacent spaces and meet at allocated muster stations.

Automatic Actions of Alarm

In the event of detection of 20% LEL gas concentration, the safety system will automatically perform the following preventative measures:

- Ventilation fans will operate at full flow capacity.
- Two designated bay doors in NGV garage will open to 25% height, or open an additional 25% if partially open already
- Supervisory personnel will be notified via DDC system.

Procedures – First Responders

- Clear and secure area to prevent personnel from entering NGV garage.
- Wait to see if alarm clears.
- If alarm clears gas concentrations have reduced to below 20% LEL but gas may still be present.
- Incident Commander should check the gas detection control panel (located in room B073B) for gas concentration level prior to re-entering the NGV garage. If gas concentration is decreasing, then the leak is dissipating. If it is holding steady or increasing, then the leak is persisting.
- The NGV garage may be entered by supervisory personnel to check for source of leak and remedy as required before communicating all clear to staff for resumption of normal work activities.
- Ensure incident has been reported to the Incident Commander and logged.
- If alarm escalates to HIGH LEL Alarm, refer to section 3.3 of ERP.

3.3 HIGH LEL ALARM

If any of the gas sensors detect a concentration of natural gas at 40% LEL or greater, the HIGH LEL Alarm will be activated. The MEDIUM LEL Alarm is the predecessor of the HIGH LEL Alarm. Components of a HIGH LEL Alarm include the following:

- “40% LEL Alarm” will be initiated at the gas detection control panel



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
-----------------	--	----------------	---------------

- Sounding of audible alarm and amber horn strobes
- Activation of RED annunciator lighting

Immediate Actions

Normally, the facility should already be evacuated under the MEDIUM LEL Alarm. If the HIGH LEL Alarm occurs in rapid succession after the MEDIUM LEL Alarm, then continue with the following immediate actions.

- Cease all active work (if not already ceased during MEDIUM LEL Alarm).
- Isolate source of gas supply if known/able without endangering personal safety.
- Turn off any arcing/sparking equipment or tools containing or producing hot surfaces.
- Evacuate NGV garage and adjacent spaces and meet at allocated muster stations.

Automatic Actions of Alarm

In the event of detection of 40% LEL gas concentration, the safety system will automatically perform the following preventative measures:

- Ventilation fan will operate at full flow capacity (or continue to if occurring after MEDIUM LEL Alarm).
- Power to garage receptacles, crane, arcing/sparking and high energy equipment is isolated. Safety system equipment will remain powered.
- Two designated bay doors in NGV garage will open to 25% height, or open an additional 25% if partially open already
- Supervisory personnel will be notified via DDC system.
- Designated first responders (i.e. fire department) are notified via DDC system.

Procedures – First Responders

- Clear and secure area to prevent personnel from entering facility.
- Ensure no ignition sources are present in the area surrounding the maintenance; isolate ignition sources as able without endangering personal safety.
- Allow emergency personnel to take control of the emergency.
- Keep all personnel clear for a period of time for leaked gas to be exhausted through the ventilation system. The ventilation system provides approximately 5 air changes to the facility per hour.
- After a period of time, trained emergency personnel may check the gas detection control panel (located in room B073B) for gas concentration level prior to re-entering the NGV garage. If gas concentration is decreasing, then the leak is dissipating. If it is holding steady or increasing, then the leak is persisting.
- Wait for the gas concentration to fall to below 10% LEL and then the gas detection control panel may be manually reset. Refer to the Operations and Maintenance Manual for instructions on operating the gas detection control panel.
- The NGV garage should only be entered by trained emergency personnel to check for source of leak and remedy as required before communicating all clear to staff for resumption of normal work activities.
- Ensure incident has been reported to the Incident Commander and logged.



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

4 TROUBLE ALARM

If the gas detection equipment malfunctions during normal conditions, the TROUBLE Alarm will be activated. Components of this alarm include the following:

- “TROUBLE Alarm” will be indicated at the gas detection control panel.
- Audible and visual alarm activated at the gas detection control panel.
- Activation of audible horns only within NGV garage (no visual indicators in garage will activate).
- Activation of ventilation system including exhaust fan and roll up doors.

Immediate Actions

- With activation of the ventilation system, normal operations may be continued within the space.



Automatic Actions of Alarm

In the event of a TROUBLE alarm, the safety system will automatically perform the following preventative measures:

- Ventilation fan will operate at full flow capacity.
- Two designated bay doors in NGV garage will open to 25% height, or open an additional 25% if partially open already
- Audible and visual alarm will be activated at the gas detection control panel.
- Activation of audible horns within NGV garage
- Supervisory personnel will be notified via DDC system.

Procedures – First Responders

- Inspect that the ventilation fan is operating correctly and that the designated bay doors are open to 25% minimum height.
- Identify the equipment source of the trouble alarm (Gas Detection Control Panel, gas sensor, exhaust fan MCC panel, power supply unit, etc.).
- Perform corrective measures through trained service staff or maintenance service provider to have equipment repaired immediately as required.
- Ensure incident has been reported to the Incident Commander and logged.

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074	
Project:	Vancouver Community College NGV Service Facility	Doc No. 99-035-007-00

5 GAS DETECTION AND RESPONSE EQUIPMENT

As indicated previously in this document, the gas detection control safety system is comprised of various gas sensors, exhaust fan, alarms and displays. A building plan showing the locations of the gas related safety equipment can be found in Appendix A.

For further details on the components and required maintenance, refer to the Operations & Maintenance manual for the VCC NGV garage (document #99-035-006-00). Photos of the safety equipment and their locations are shown in the following figures.

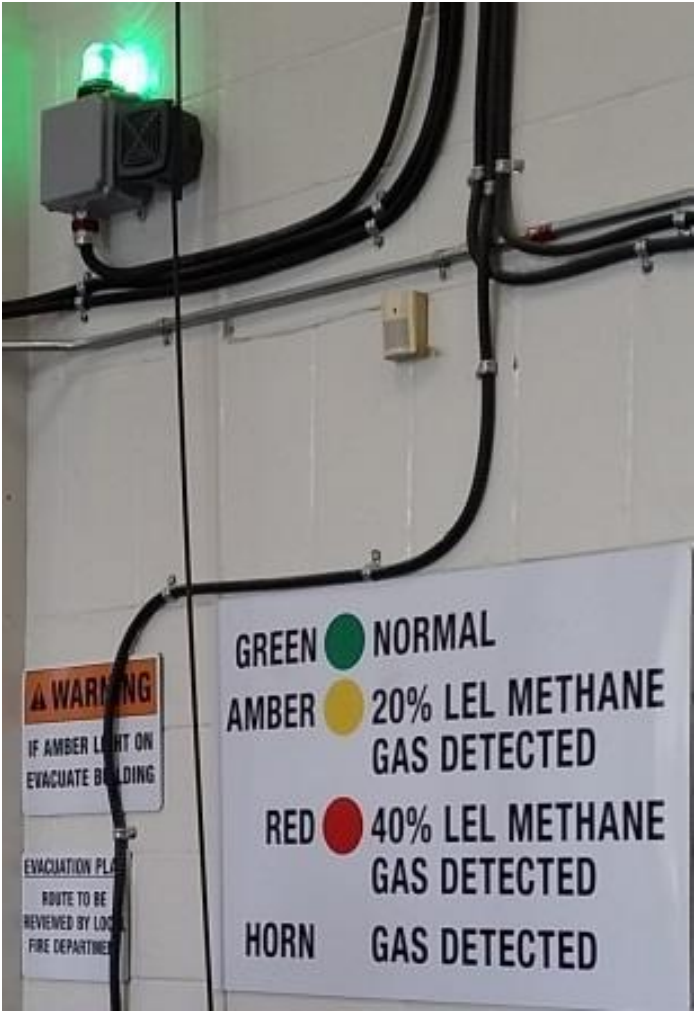


Figure 5.1 –Tri-Colour Status Light + Horn Station (Green/Amber/Red)

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074	
Project: Vancouver Community College NGV Service Facility	Doc No. 99-035-007-00	



Figure 5.2 –ESD Call Button (Red)



Figure 5.3 – Wall-mount Emergency Exhaust Fan (Room B080)



Figure 5.4 – Gas Sensor Ceiling Mounted



Figure 5.5 – Emergency Ventilation Ducting




	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074	
Project:	Vancouver Community College NGV Service Facility	Doc No. 99-035-007-00



Figure 5.6 – FACP-1 Control Panel (located in Room B073B)



Figure 5.7 – GDGP-1 Control Panel (located in room B073B)

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074	
Project:	Vancouver Community College NGV Service Facility	Doc No. 99-035-007-00

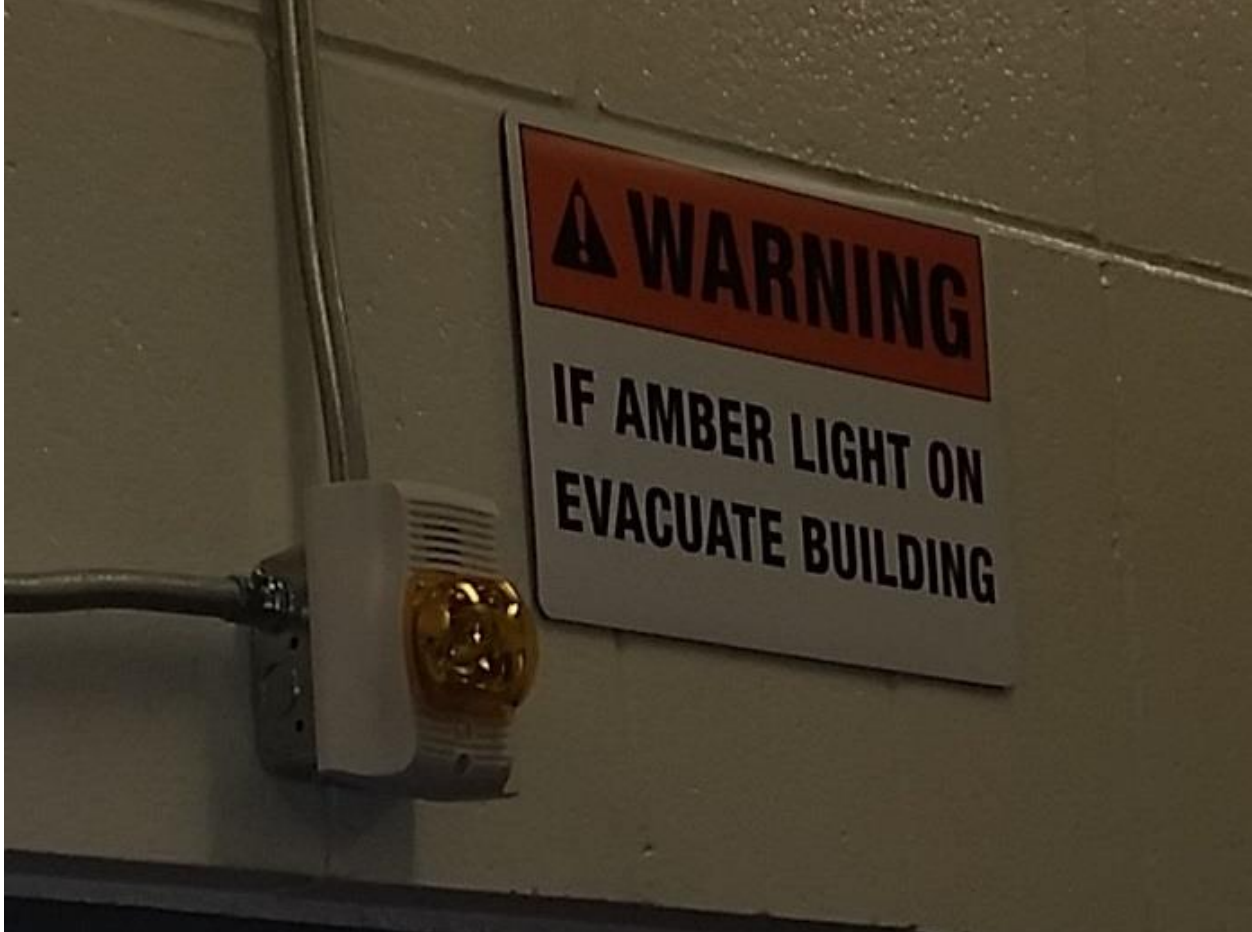




Figure 5.8 – Amber Horn Strobe Annunciator (located in spaces adjacent to NGV Garage)

		EMERGENCY RESPONSE PLAN REPAIR GARAGE B074			
Project:	Vancouver Community College NGV Service Facility			Doc No.	99-035-007-00

6 EMERGENCY RESPONSE PLAN IMPLEMENTATION

After review and acceptance of this ERP by VCC management and other emergency response providers, the implementation and update schedule of this ERP will be carried out in the following manner.

It is the responsibility of VCC management to implement this ERP as indicated here and to ensure all personnel receive the proper training.

6.1 ERP EVALUATION AND APPROVAL

The table below indicates evaluation and approval of this Emergency Response Plan by the following individuals.

Table 4 – ERP Evaluation and Approval

Approved By	Name	Date	Signature
VCC Management			
VCC Facilities Manager			
Vancouver Fire Service			

6.2 TRAINING



Training shall be provided to all employees, personnel and students who could be affected by an emergency situation in the NGV garage. Training will include a detailed discussion and explanation of the ERP procedures discussed in this document as well as the dangers and hazards of natural gas. MSDS data sheets for natural gas are provided in the Appendix.

Training will be refreshed every 12 months or after any revisions to the ERP. Drills shall be conducted every 3 months and are the responsibility of the VCC Incident Commander.

New staff and students shall be trained as required and prior to using the NGV garage.

6.3 ERP REVIEW AND UPDATE

The details and procedures of this ERP shall be reviewed annually. Any updates to the procedures will be completed at this time and communicated to all staff and personnel upon completion.

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

7 APPENDICIES: ADDITIONAL INFORMATION

7 Appendicies: Additional Information..... 27

8 Appendix A: Building Plans 28

9 Appendix B: Dangers of Natural Gas..... 29

10 Appendix C: Natural Gas MSDS..... 31

11 Appendix D: VCC Evacuation Plan..... 36

8 APPENDIX A: BUILDING PLANS

SAFETY SENSORS + EQUIPMENT LOCATIONS

SYMBOL LEGEND

- | | |
|--|--|
| ● METHANE GAS DETECTOR | ● EXHAUST FAN |
| ● HORN/TRI-LIGHT STATION | ● HORN STROBE |
| ● GAS DETECTION CONTROL PANEL | ● ESD CALL BUTTON |
| ● FIRE ALARM CONTROL PANEL | ROLL UP DOORS (EXISTING) |
| ● EMERGENCY LIGHTING | |

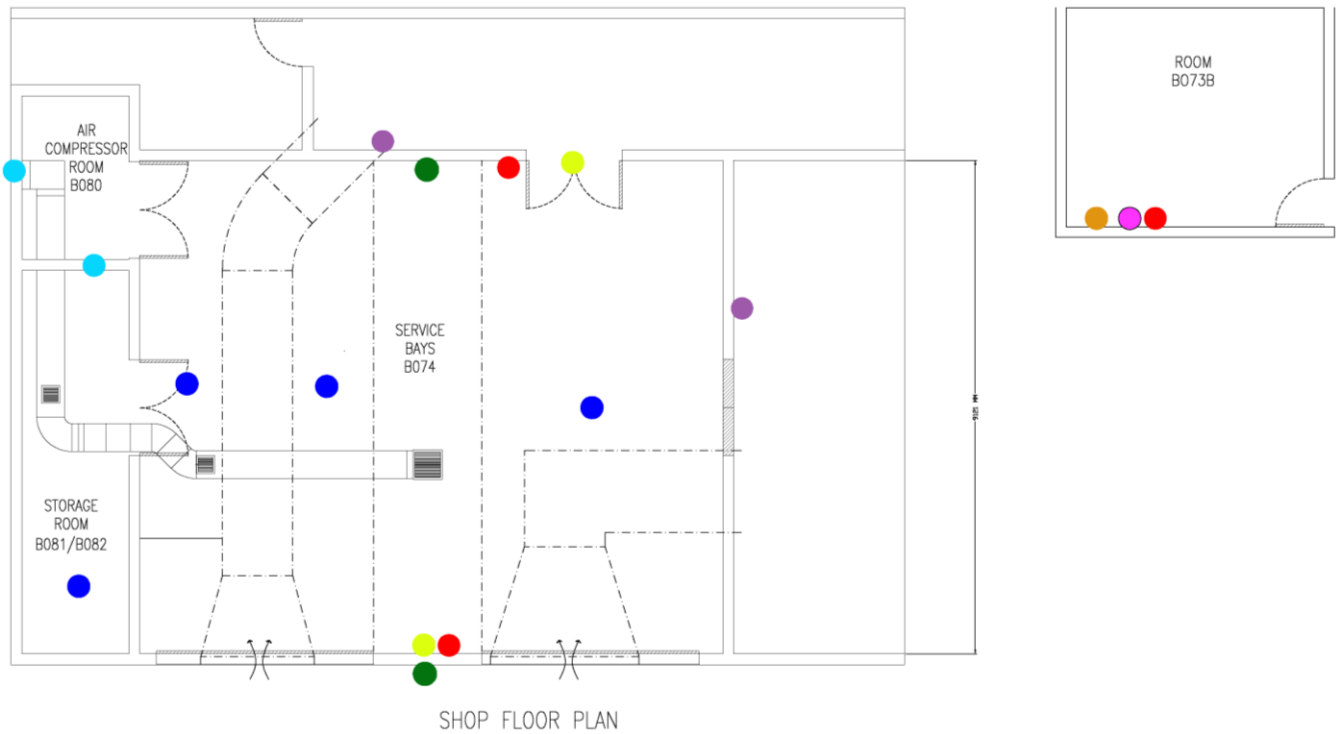




Figure A1: CNG Safety System Equipment Locations

	EMERGENCY RESPONSE PLAN REPAIR GARAGE B074		
Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00

9 APPENDIX B: DANGERS OF NATURAL GAS

Natural gas consists mostly of methane, typically more than 80% with the balance made up of other “longer chain” gaseous hydrocarbons: ethane, propane and other “...anes”. In addition, “impurities” such as carbon dioxide, nitrogen and water vapour are usually found in pipeline grade natural gas. Natural gas is colorless, odourless and tasteless. By regulation, pipeline natural gas is odorized (usually with a chemical called mercaptan). Mercaptan has a foul, rotten-egg like smell. It is added in low amounts, sufficient for the average person to smell the natural gas at a concentration of 1% natural gas in the air. At room temperature and atmospheric pressure, natural gas is about 55% of the density of air and will rise if released from its container.

Hazards Associated with Compressed Natural Gas



Natural gas is a hydrocarbon fuel and like most fuels, precautions are necessary for its safe handling and use. Hazards to be aware of include:

- 1) **Flammability:** Natural gas is flammable in air. It can be ignited by an open flame, an electrical spark or even exposure to a hot surface (at least 540°C / 1003°F). Natural gas has a Lower Flammability Limit (LFL) of 5%, and an Upper Flammability Limit (UFL) of 15%, which means that the concentration of natural gas in air must be at least 5% by volume before ignition can occur but if the concentration is more than 14% natural gas in air, ignition cannot occur.

In the situation where CNG is released at any pressure from a CNG fuel system on board a vehicle, it is likely that the gas concentration near the release point will be above the UFL. This does not mean that the “cloud” of natural gas that forms around the release point will not burn. As the lighter than air natural gas disperses, even high natural gas concentration clouds have pockets of gas at the edges which have flammable concentration. Should ignition sources be present within these “flammable gas pockets,” ignition of the cloud is possible.

- 2) **Detonation:** In the situation where CNG is released at any pressure from a CNG fuel system in a confined area such as a warehouse, detonation is possible if there is a source of ignition at an accumulation point such as at the ceiling. Detonation is a local and intense increase in pressure that can be catastrophically destructive. Depending on the degree of confinement, quantity of natural gas and the geometry of the space, the detonation can form a blast wave capable of causing serious structural damage and worse, serious injury or death to the building’s occupants.

- 3) **High pressure gas release:** In the situation where natural gas is released at high pressure from a CNG fuel system a high velocity and high momentum cold jet will occur. Hazards associated with a high pressure cold gas jet include:

		EMERGENCY RESPONSE PLAN REPAIR GARAGE B074			
Project:	Vancouver Community College NGV Service Facility			Doc No.	99-035-007-00

- Injury from small particles and floor debris picked up by the jet.
 - Injury from high jet momentum or exposure to very cold gas near the release point.
 - Ignition of the jet by a static discharge between the jet and the leak source. Ignition of a high velocity CNG jet will result in a jet fire (also called a “torch fire”) which can be at high temperature. Such a torch fire impinging on a person can cause serious burns within seconds, and can cause damage to structural elements.
 - High intensity noise from the high velocity jet.
- 4) Asphyxiation: Natural gas is non-toxic but it also displaces the air when it accumulates in a confined space. This could potentially asphyxiate a worker who enters a confined space filled with natural gas.



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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10 APPENDIX C: NATURAL GAS MSDS

MATERIAL SAFETY DATA SHEET – NATURAL GAS (PIPELINE QUALITY - MSDS #526)



Revision Date: January 26, 2012
Supersedes Date: July 10, 2009

Section 1: PRODUCT AND COMPANY IDENTIFICATION

FortisBC
16705 Fraser Highway
Surrey, BC
V3S 2X7

Company Phone Number: (604) 592-7629
Emergency Phone Number: 1-800-663-9911

Product Name: Natural Gas (Pipeline Quality)
Material Use: Fuel

Manufacturer: Duke Energy Inc.
1333 West Georgia Street
Vancouver, BC
V6E 3K9

Supplier: FortisBC
16705 Fraser Highway
Surrey, BC
V3S 2X7

WHMS Class: A – Compressed Gas;
B1 – Flammable and Combustible Material – Division 1 Flammable Gases
1971

UN/PIN Number: Class 2.1 Flammable Gases

TDG Classification: Class 2.1 Flammable Gases

TDG Shipping Name: Natural gas, compressed with high methane content

Chemical Family: Simple hydrocarbon

Chemical Formula: Natural gas (considered a complex mixture)

Molecular Weight: Not applicable (natural gas is considered a complex mixture)

CAS Number: 8006-14-2

Trade Names / Synonyms: Methane, marsh gas

Section 2: HAZARDS IDENTIFICATION

EMERGENCY OVER VIEW

Appearance/Odour: Gas like odour and colourless gas

Flammable: Yes. Can cause flash fire

Potential Health Effects: See Section 11 for more information

Potential Environmental Effects: See Section 12 for more information

Likely Routes of Exposure: Acute inhalation

Acute Inhalation: At high concentrations, natural gas can displace oxygen causing asphyxiation and cause central nervous system (CNS) depression and cardiac sensitization.

Eye and Skin Contact: None

Chronic- Inhalation: None

Ingestion: None

Skin Adsorption: None

Section 3: COMPOSITION / INFORMATION ON INGREDIENTS

Component	CAS #	% by Wt.	Exposure Limits
Methane	74-82-8	95	1000 ppm
Ethane	74-84-0	3	1000 ppm
Propane	74-98-6	1	1000 ppm
Inert Gas	Not available	<1	Not available
Sulphur Compounds	Not available	Trace	Not available
Mercaptan Odourant	Mixture	3 ppm	0.5 ppm (ethyl mercaptan) 0.5 ppm (methyl mercaptan)

FortisBC MSDS #526 (Revised January 26, 2012)
Natural Gas (Pipeline Quality)

Page 1 of 5



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

MATERIAL SAFETY DATA SHEET – NATURAL GAS (PIPELINE QUALITY - MSDS #526)

Section 4: FIRST AID MEASURES

Skin Contact: First aid is not normally required.

Eye contact: If irritation/redness develops, move victim away from exposure into fresh air and flush eyes with clean water.

Inhalation: Ensure your own safety before attempting rescue. Move victim to fresh air. Administer oxygen if breathing has stopped. If heart beat can not be detected begin CPR. If person is overcome or been adversely affected by the emergency, obtain medical attention immediately.

Ingestion: Unlikely route of exposure as this is a gas at normal room temperature and pressure.

General Advice: Use extreme care in handling due to high flammability.

Section 5: FIRE FIGHTING MEASURES

Flammability: Flammable gas and can be ignited by heat, flames, sparks or other sources of ignition (e.g., static electricity, pilot lights or mechanical/electrical equipment).

Suitable Extinguishing Media: Dry chemical, carbon dioxide, water spray or fog.

Special Procedures: Shut off flow of gas from a safe location. Use full protective equipment and self-contained breathing apparatus (SCBA). Do not extinguish flame until gas flow is shut off. Use gas detectors in confined spaces. Evaporate area if cooling of containers is not possible. For large fires nonessential personnel should be evacuated beyond 750 metres.

Products of Combustion: Carbon dioxide and carbon monoxide

Protection of Firefighters: Firefighters should wear SCBA in case of oxygen deficient atmosphere.

Sensitivity to Static Discharge: Flammable

Sensitivity to Mechanical Impact: None

Explosive Power: Not available

Rate of Burning: Not available

TDG Flammability Class 2.1

Section 6: ACCIDENTAL RELEASE MEASURES

Personal Precautions: Use personal protection recommended in Section 8.

Environmental Precautions: Not applicable

Leak and Spill Procedure: Evacuate area. Call emergency services and gas supplier. For large releases nonessential personnel should be evacuated beyond 750 metres. Eliminate any source of ignition.

Methods for Containment: Stay away and upwind of spill/release.

Waste Disposal: Vent to outside atmosphere.

Other Information: Allow to vapourize and disperse to atmosphere.

In case of an emergency and no response at FortisBC, call SERVICE CENTER: 1 (800) 663-9911.

Section 7: HANDLING AND STORAGE

Handling: Observe handling regulations for compressed gases and flammable materials. To be handled by trained personnel only and followed with approved operating procedures.

Storage: Comply with storage regulations for compressed gases and flammable materials. No smoking or open flames in storage area.

Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

MATERIAL SAFETY DATA SHEET – NATURAL GAS (PIPELINE QUALITY - MSDS #526)

Section 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

Exposure Limits: Simple asphyxiant - Maintain 19.5% oxygen level (below 19.5% oxygen is considered to be oxygen deficient).

Constituent ^{NOTE1}	ACGIH (8-hour TWA)	WorkSafeBC (8-hour TWA)
Methane	1000 ppm	1000 ppm
Ethane	1000 ppm	1000 ppm
Propane	1000 ppm	1000 ppm
Mercaptan Odourant	0.5 ppm (ethyl mercaptan)	0.5 ppm (ethyl mercaptan)
	0.5 ppm (methyl mercaptan)	0.5 ppm (methyl mercaptan)

NOTE 1. Methane, ethane and propane are classified as C₁ to C₄ Aliphatic Hydrocarbon Gases. The ACGIH TLV-TWA for C₁ to C₄ Aliphatic Hydrocarbon Gases is believed to be protective against potential health effects that include CNS depression and cardiac sensitization. Mercaptan odourant mixtures commonly contain ethyl mercaptan and/or methyl mercaptan (both ethyl mercaptan and methyl mercaptan have 8-hour TWA exposure limits of 0.5 ppm).

Personal Protective

Equipment: Ensure use of proper personal protective equipment (PPE) at all times when handling this product.

Eye/face: Eye protection (e.g., safety glasses) and/or face shields.

Skin: Safety work boots. Chemical resistant gloves are not required but recommended as good practice when handling chemicals. Flame retardant clothing should be worn in potentially flammable areas.

Respiratory: If engineering controls and work practices are not effective in controlling exposure to natural gas, then wear suitable respiratory protection. Supplied air or SCBA.

Other Considerations: None

Engineering Controls: All installations (i.e., mechanical ventilation) must conform to code requirements. Provide adequate ventilation to maintain below exposure limits and explosive limits.

Section 9: PHYSICAL AND CHEMICAL PROPERTIES

Physical State:	Gas
Colour:	Colourless
Odour:	Gas odour
Specific Gravity (Water = 1):	Not applicable
Odour Threshold (ppm):	2500
Vapour Pressure (mm Hg):	Not applicable
Vapour Density (Air = 1):	0.59
Evaporation Rate (nButAC = 1):	Not applicable (gas at room temperature)
Boiling Point (°C):	-160
Freezing Point (°C):	Not applicable
Solubility in water (20 °C):	Slight
Percent Volatile (by volume):	Not available
pH:	Not available
Density (g/ml):	Not available
Partition Coefficient (water/oil):	Not available
Flash Point (°C):	Flammable gas
Flammability (solid, gas):	Flammable gas
Lower Explosion Limit (%):	5 (by volume)
Upper Explosion Limit (%):	15 (by volume)
Auto-ignition Temperature (°C):	537



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project:	Vancouver Community College NGV Service Facility	Doc No.	99-035-007-00
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MATERIAL SAFETY DATA SHEET – NATURAL GAS (PIPELINE QUALITY - MSDS #526)

Section 10: STABILITY AND REACTIVITY

Chemical Stability:	Yes
Conditions to Avoid:	High heat
Incompatibility with Other Substances:	Avoid contact with strong oxidizing agents
Hazardous Decomposition Products:	COx, luminous clean flame on combustion
Reactivity (and Under What Conditions):	Strong oxidizing agents increase risk of fire (peroxides, perchlorates, chlorine, liquid oxygen).

Section 11: TOXICOLOGICAL INFORMATION

LD50:	Not applicable
LC50:	Not applicable
Acute Effects:	Simple asphyxiant: at high concentrations, natural gas can displace oxygen and cause asphyxiation. The ACGIH TLV-TWA for C ₁ to C ₄ Aliphatic Hydrocarbon Gases is believed to be protective against potential health effects that include CNS depression and cardiac sensitization. The TLV-TWA is based upon the abilities of these gases (methane, ethane, propane, etc) to produce weak depressant effects on the CNS at high concentration levels approaching the lower explosive limit. It has also been reported that ethane and propane can induce cardiac arrhythmias under certain conditions leading to ventricular fibrillation which can result in death in the presence of high epinephrine levels.
Chronic Effects:	None
Carcinogenicity:	Not considered carcinogenic by IARC, NTP, ACGIH or OSHA.
Reproductive Effects:	Not available
Teratogenicity:	Not available
Mutagenicity:	Not available
Irritant:	Not available
Sensitizer:	Not available
Synergistic Effects:	Not available

Section 12: ECOLOGICAL INFORMATION

Ecotoxicity:	Not available
Persistence/ Degradability:	Not available
Bioaccumulation/ Accumulation:	Not available

There is no information available on the ecotoxicological effects of natural gas. Because of the high volatility of natural gas, it is unlikely to cause ground or water pollution. Natural gas released into the environment will disperse rapidly into the atmosphere and undergo photochemical degradation.

Section 13: DISPOSAL CONSIDERATIONS

Disposal:	Allow to dissipate to the atmosphere (if permitted by federal/provincial/municipal requirements). Dispose in a safe location, preferably by burning with a flare. If disposal of natural gas cannot be flared, care must be taken to ensure complete dissipation of the gas to a concentration below its flammable limits.
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Section 14: TRANSPORT INFORMATION

TDG Classification:	Class 2.1 Flammable Gases
UN/PIN Number:	1971
TDG Shipping Description:	Natural gas, compressed with high methane content



EMERGENCY RESPONSE PLAN REPAIR GARAGE B074



Project: Vancouver Community College NGV Service Facility

Doc No. 99-035-007-00

MATERIAL SAFETY DATA SHEET – NATURAL GAS (PIPELINE QUALITY - MSDS #526)

Special Shipping Information: Handle as extremely flammable gas. Electronically ground/bond during transfer to avoid static accumulation. Precaution should be taken to minimize inhalation of natural gas.

Section 15: REGULATORY INFORMATION

DSL (Canada): This product is on the DSL list (Canada).
WHMIS Class: A – Compressed Gas;
B1 – Flammable and Combustible Material – Division 1 Flammable Gases

Section 16: OTHER INFORMATION

National Fire Protection Association (NFPA 704) Ratings:

Health	1	LEGEND	0 = minimal hazard
Flammability	4		1 = slight hazard
Instability	0		2 = moderate hazard
<i>(For natural gas from NFPA 325)</i>			3 = severe hazard
			4 = extreme hazard

Hazardous Materials Identification System (HMIS) Ratings:

Health	1	LEGEND	0 = minimal hazard
Flammability	4		1 = slight hazard
Physical Hazard	3		2 = moderate hazard
<i>(For methane from HMIS Chemical Ratings Guide)</i>			3 = serious hazard
			4 = severe hazard

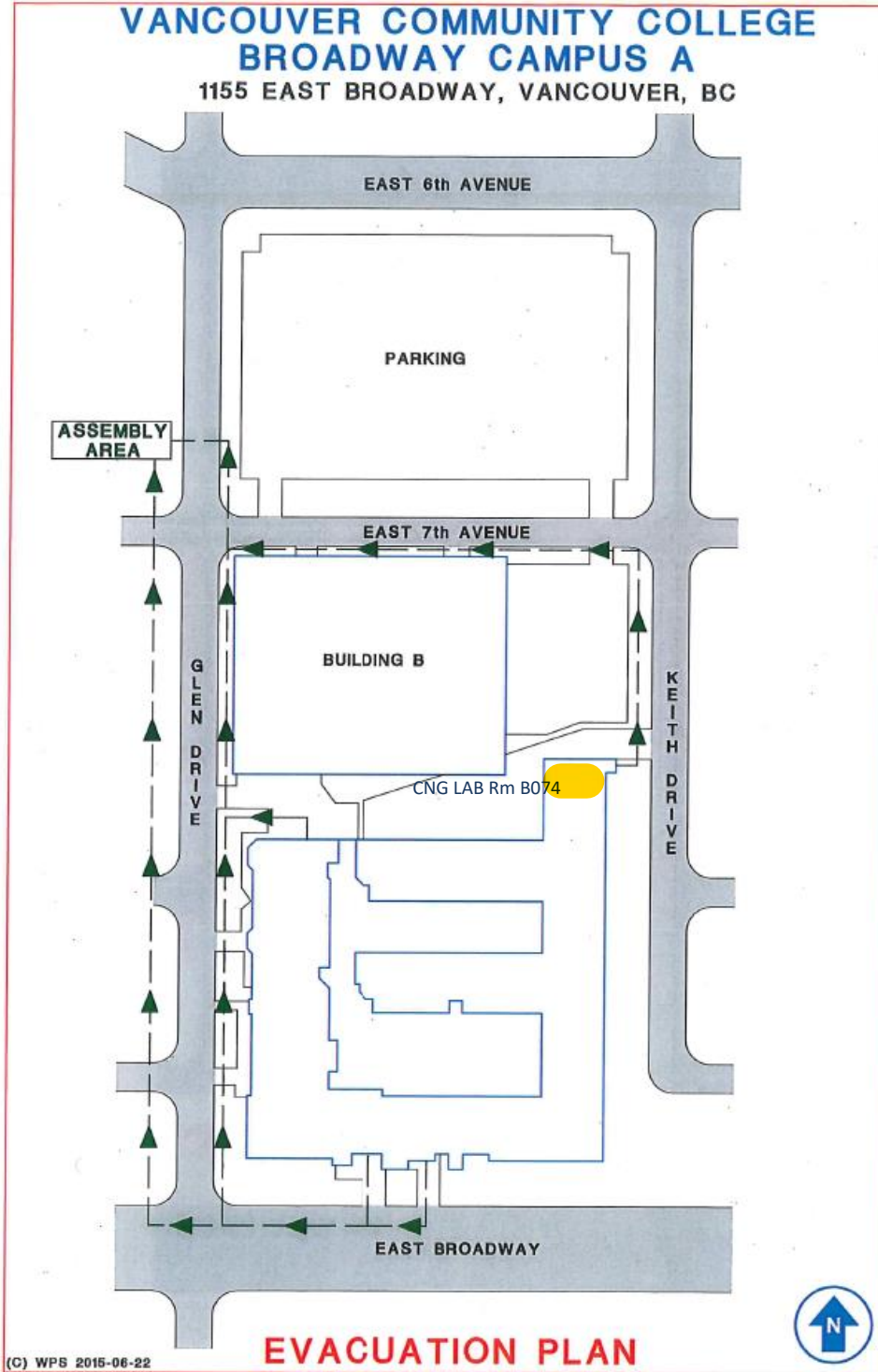
Prepared by: AMEC Environment & Infrastructure **Phone Number:** (604) 294-3811
Occupational Hygiene and Safety Group **Preparation Date:** January 26, 2012

Additional Information and Comments: This MSDS has been revised and updated from the last revision date of July 10, 2009. All sections and the order that which they appear have been documented as per American National Standard – *For Hazardous Industrial Chemicals – Material Safety Data Sheets Preparation* (ANSI Z400.1-2004).

The information contained in this document applies to this specific material as supplied. It may not be valid for this material if it is used in combination with any other materials. It is the user's responsibility to satisfy oneself as to the suitability and completeness of this information for their own particular use.

Information Sources: Various

11 APPENDIX D: VCC EVACUATION PLAN



24 ANNEX 6 | Communicable Disease (Pandemic) Plan

Communicable Disease (Pandemic) Plan

Introduction

Pandemic defined

According to the World Health Organization (WHO), a pandemic can start when three conditions have been met:

- Emergence of a disease new to a population.*
- Agents infect humans, causing serious illness.*
- Agents spread easily and sustainably among humans.*

A disease or condition is not a pandemic merely because it is widespread or kills many people; it must also be infectious. For instance, cancer is responsible for many deaths but is not considered a pandemic, because the disease is not infectious or contagious.

This Communicable Disease (Pandemic) Plan focuses primarily on seasonal influenza but can be applied to the prevention and control of pandemic influenzas well as a communicable disease outbreak. In the event of a pandemic, actions will be taken under the direction of Vancouver Community College (VCC) Communicable Disease (Pandemic) Plan and the Regional Health Authority.

2. Purpose

This control plan has been developed to:

- Prevent exposure of VCC employees, students, contractors and visitors to influenza viruses*
- Ensure a system of reporting on, and alerting against influenza outbreaks at VCC*
- Provide awareness and educational information on communicable disease and influenza, the associated symptoms, and corresponding preventive and control measures*

The plan is applicable to all employees, students, contractors and visitors of VCC.

3. Definitions

Communicable Disease

an infectious disease communicable by contact with one who has it, with a bodily discharge of such a patient, or with an object touched by such a patient or by bodily discharges. Examples of Communicable Disease are; Tuberculosis, *Hepatitis*, *mumps etc.*,

Communicable Period

The time during which an infectious agent may be transferred directly or indirectly from an infected person to another person, from an infected animal to human, or from an infected person to animal, including arthropods (insects and related species).

Contagious Period

The time period during which the influenza virus may be spread from person to person or from living object to nonliving object to living object (such as person to object to person).

Disinfection - The killing of infectious agents on objects and surfaces by direct exposure to chemical or physical agents.

Droplet precautions

Precautions that are taken to prevent the spread of infectious agents by droplet transmission.

Droplet transmission

The transmission of organisms, such as a bacteria or viruses, by large droplets (greater than 5 microns in diameter) produced by sneezing, coughing, talking or singing. These droplets are propelled a short distance (1 meter/3 feet or less) through the air and can come in contact with the eyes, nose, or mouth of another person, thus infecting them.

Epidemic

A widespread occurrence of an infectious disease in a community at a particular time.

Host

A person or other living animal infected by an organism such as a virus. Epidemic The occurrence of cases of an illness (or an outbreak of illness) in a community or region more often than would normally be expected.

Influenza

an acute, highly contagious, respiratory disease caused by any of three orthomyxoviruses:

There are three known types of influenza virus – A, B, and C.

(1) or influenza A : moderate to severe influenza that in humans is marked especially by sudden onset, fever, sore throat, fatigue, muscle aches, inflammation of the respiratory mucous membranes, and cough, that has numerous variants caused by subtypes (such as H1N1, H2N2, or H3N2) of an orthomyxovirus (species *Influenza A virus* of the genus *Influenzavirus A*) infecting humans and various animals (such as birds or pigs), and that may occur in seasonal epidemics or sometimes pandemics following mutation in the causative virus

(2) or influenza B : influenza with less severe symptoms that is caused by an orthomyxovirus (species *Influenza B virus* of the genus *Influenzavirus B*) infecting only humans and especially children and that may occur in seasonal epidemics but not pandemics

(3) or influenza C : mild influenza that is often asymptomatic, is caused by an orthomyxovirus (species *Influenza C virus* of the genus *Influenzavirus C*) infecting only humans, and does not occur in epidemics or pandemics

b : any of various human respiratory infections of undetermined cause —not used technically

2 : any of various virus diseases of domestic animals marked especially by fever, respiratory symptoms, and inflammation of mucous membranes

Note: All types of influenza are commonly called "the flu." (Merriam-Webster)

Incubation period

The time interval between initial contact with an infectious agent and the first appearance of symptoms associated with the infection. The time elapsed between exposure to influenza virus and when symptoms and signs are first apparent.

Isolation

The separation of an infected person or animal, during the communicable period of a disease, from others to prevent the spread of the infection to others.

Indirect transmission

The transmission of a pathogen from an infected person to an inanimate object and then to another person. Infection A condition in which organisms multiply within the body and cause a response from the host's immune defenses. Infection may or may not lead to clinical disease.

Infection control

Activities aimed at the prevention of the spread of pathogens between people or animals.

Infectious agent

A disease-causing virus, bacterium, parasite, or other microbe.

Infectious disease

A disease of humans or animals resulting from an infection.

Immunity

Resistance to an infectious agent usually associated with the presence of protective antibodies or cells.

Immunize

To make immune, that is able to resist a particular disease, most often through administration of a vaccine delivered by a needle.

Pandemic

Prevalent over a whole country or the world.

Pneumonia

An inflammation of the lungs caused by infection.

Pathogen

Any organism capable of producing disease.

Quarantine

Restriction of the activities of well persons or animals who have been exposed to a case of communicable disease, during its period of communicability, in order to prevent transmission of that disease during the incubation period if infection should occur.

Respiratory etiquette

Simple tips to keep respiratory infections from spreading such as covering your nose and mouth every time you sneeze or cough; using a tissue when you blow your nose; putting used tissues in the trash; and washing your hands frequently, especially if you or someone you are close to is sick.

Social distancing

A way to reduce the risk of exposure to an organism, such as the the influenza virus, by reducing or avoiding contact with other people as much as possible.

Strain

A specific genetic variant of an organism.

Sub-clinical infection

The presence of an infection without recognizable signs or symptoms. Of importance because an individual may appear well although infected and thus be capable of spreading the infection to others.

Supervisor

A VCC employee who instructs, directs, and controls employees and/or students in the performance of their duties and activities.

Surveillance

An on-going, systematic method for continuous monitoring of diseases in a population, in order to detect changes in disease patterns and implement prevention and/or control measures in a timely fashion.

Susceptible

A person or animal not possessing sufficient resistance against a particular pathogenic agent to prevent contracting infection or disease when exposed to the agent.

Symptoms

Any perceptible change in the body's normal function, appearance or sensation which is experienced by the patient and indicates a disease process.

Transmission

Any mechanism by which an infectious agent is spread from a source of infection to other persons or animals.

Vaccination

The act of administering a vaccine.

Vaccine

A dead or weakened form of an infectious organism that is injected into the body to stimulate an immune response, without causing disease, and thereby protect against subsequent infection by that organism.

Virus

A group of infectious agents characterized by their inability to reproduce outside of a living host cell. Viruses may subvert the host cells' normal functions, causing the cell to behave in a manner determined by the virus.

4. Roles & Responsibilities - Statement

VCC is committed to protecting the health of employees, students, and visitors. Employees and students shall be made aware of the potential risks of seasonal and pandemic influenza and protect themselves by following the precautions that are outlined in this Communicable Disease Plan.

4.1 VCC Responsibilities

- Support the Institute Communicable Disease Control Plan*
- Support this Control Plan by ensuring:*
 - awareness and education on prevention of seasonal influenza and pandemic is given to employees and students by their supervisors, as needed*
 - First Aid are provided*
 - Advise the community in the event of a pandemic or a major epidemic of flu on campus*

4.2 Occupational Health and Safety Advisor (OH&S)

- Ensure compliance with this Communicable Disease Plan*
- Facilitate response and coordinate emergency response to epidemic or pandemic influenza at VCC and provide the appropriate communication to the VCC community*
- Act as an advisory resource for preventing/reducing transmission of influenza*
- Arrange influenza and pandemic awareness and education for employees and students, as needed*

4.3 Emergency Management Committee

- Review the Communicable Disease Plan as necessary*
- Provide updated information and input regarding influenza prevention and pandemic preparation*

- Provide advice and any necessary assistance in the event of epidemic or pandemic influenza at VCC

4.4 Supervisor

- Ensure that employees and students have awareness of this Communicable Disease Plan
- Ensure that work practices eliminate or minimize the risk of exposure to the influenza virus Monitor the workplace to ensure that safeguards are used, precautions are taken and work procedures are followed during practicum in healthcare settings
- Ensure that employees or students who develop symptoms of influenza-like-illness (ILI) seek First Aid for medical assistance immediately, follow the directions from medical professionals and stay home if necessary. Greater attention should be paid to those who return from traveling to or coming from countries where there are reports of pandemic or epidemic influenza
- Cooperate with the instruction provided by VCC in response to epidemic or pandemic influenza at VCC

4.5 VCC Employees and students

- Read and understand the Communicable Disease Plan, as necessary
- Attend awareness and education sessions, when provided
- Instructors and students in Health Science departments (LPN for the most part) who are occupationally involved in contact with patients during their practicum must follow the guides and OHS regulations developed by the WHO, BCCDC and WorkSafeBC with regard to influenza and pandemic. This includes use of personal protective equipment (PPE) and refusal of unsafe work.
- Be aware of pandemic and epidemic warnings and follow the guidance from the government, institutes and departments
- Take corresponding preventive measures as necessary
- Self-monitoring after traveling to, or coming from, countries or provinces where there is a high incidence of influenza
- Report ILI symptoms to supervisors and First Aid Attendants as soon as possible
- Restrict contact with those who have ILI symptoms and/or who are under medical observation
- Follow the advice given by medical professionals during medical observations and/or treatments

5. Risk Identification, Assessment, Communication and Control

5.1 Risk Identification and Assessment

In the event of a major epidemic flu at VCC or a pandemic, actions must be taken under direction of the VCC Communicable Disease (Pandemic Plan) and Regional Health Authority. The VCC OH&S, the EMP Committee and other applicable stakeholders may hold a joint meeting to evaluate the risk for VCC. The risk identification and exposure assessment would be based on the following factors:

Health Effects

Symptoms of the different strains of influenza are similar but transmission efficiency and mortality can be quite different. Susceptible hosts infected with influenza viruses may develop the following symptoms:

- fever*
- headache*
- fatigue*
- dry cough*
- sore throat*
- runny or stuffy nose*
- Stomach symptoms, such as nausea, vomiting, and diarrhea, can also occur*

The incubation period differs between different influenza strains but is typically about one to four days with an average of approximately two days. Risk of severe health effects from influenza exist, especially for those with:

- Heart conditions*
- Asthma and other lung conditions*
- Diabetes*
- Kidney problems*
- Impaired immunity*

Transmission Routes

Influenza is primarily transmitted from person-to-person via virus-laden droplets generated when infected hosts cough or sneeze; these droplets can settle on the mucosal surfaces of the upper

respiratory tracts of susceptible persons who are within 1-2 meter (about 6 feet) from infected persons. Transmission can also occur through direct contact or indirect contact with respiratory secretions such as when touching surfaces contaminated with influenza virus and then touching the nose, eyes or mouth. The communicable period typically lasts from 1 day prior to having symptoms to approximately 5 days after symptoms start. People with weakened immune systems may be infectious and able to spread influenza to others for 10 or more days after symptoms begin.

People at Risk of Exposure

The following groups of people would be at higher risk:

- *Individuals who have direct contact with a person who has ILI symptoms*
 - *People who will or have traveled to a country or a province where influenza is prevailing*
 - *Instructors and students conducting practicum in hospitals where they are more likely to be in contact with infected patients*
 - *Health professionals such as First Aid Attendants and Health Programs staff*
- Work Environment*

Handling or contacting ILI patients in environments that lack the controls to restrict transmission of the virus increase the risk of infection. Controls, as discussed in section 6.3, include appropriate personal hygiene, ventilation, work procedures, and personal protective equipment.

Season

From the global experience evidence suggests that, in temperate regions of the Northern Hemisphere, seasonal epidemics of influenza have greater chance to occur during the winter and spring. Pandemic, on the other hand, may happen in any season with 2-3 waves of infection following the first wave.

Other Risk Factors

- *Other risk factors that should be considered in the risk assessment may include:*
- *The area(s)/region(s) where numerous flu cases have been identified*
- *The distance and connections between British Columbia and the area(s)/region(s) where these cases are occurring*
- *Whether any VCC employee or student visited or came from the area(s)/region(s) where cases are occurring*

- The information provided by external agencies (WHO, BCCDC, Health Canada, etc)
- The number of cases and the trend (increasing/decreasing) of the incidence
- The number of students and employees providing care in external health care institutions
- Employee and student awareness and use of preventative measures
- Effectiveness of preventative measures
- Effectiveness of communication to address the VCC community
- In cases of epidemic or pandemic influenza a risk assessment should be performed by the VCC OH&S, First Aid, the EMP Committee and/or other applicable stakeholders
- The outcome of this risk assessment may result in the activation of the VCC Communicable Disease (Pandemic) Plan, VCC Emergency Management Plan or higher authority plan.

5.2 Risk Communication

In the event of a major communicable disease, flu epidemic or pandemic outbreak, the College, OH&S, Safety/ Security and Risk Management department, VCC EMP Committee, and other applicable stakeholders will issue health alert notices for all staff and students. This alert will be based upon the Risk Assessment in order to maintain effective hazard communication.

5.3 Infection Control

VCC employees and students should take the following measures to prevent infection of influenza viruses.

Personal Hygiene

Good personal hygiene is the key to reduce the risk of infection and the spread of influenza from an infected person to a healthy individual. The following hygiene practices are recommended:

- Wash hands often and well, especially after contact with fluid from your nose, mouth, throat or eyes (i.e. coughing or sneezing or blowing the nose). Hand washing should be done using soap and warm water for a minimum of 20 seconds. Alcohol-based (minimum 60% alcohol) waterless hand rinses may be substituted for hand washing.
- Cover mouth and nose with a tissue when sneezing or coughing
- Dispose of used tissues or other articles that have come in contact with fluid from your nose, throat, mouth or eyes into regular waste bins
- Avoid sharing eating and drinking utensils
- Avoid direct contact with ill persons

- Clean all surfaces that are possibly contaminated with the viruses*
- Avoid frequently going to crowded places whenever possible*
- Ensure good sleep, diet and exercise habits in order to maintain good health*
- Avoid contact with those animals that are suspected to carry the viruses*

Vaccination

Vaccination has proved an effective measure to prevent influenza and reduce the risk of implications from the flu. However, the effectiveness of flu shots highly depend on a variety of factors, which include, but is not limited to, matching between the vaccine and the circulating strain, the recipient's age, and hosts' health status and immunity. Local health units provide seasonal flu vaccinations prior to the arrival of influenza season each year and VCC reminds employees and students of the services on an annual basis. Additional vaccination may be provided in the event of pandemic, but will unlikely be available in the initial stages of pandemic. Those instructors and students conducting practicum in hospitals and health professionals such as First Aid Attendants and Health Programs staff are strongly recommended, and often required, to take influenza vaccine.

Ventilation

Ventilation is a type of engineering control which can help reduce airborne concentrations of virus and filter out other microbes.

- Whenever practicable, classrooms, laboratories, libraries, workshops, offices, and cafeterias at VCC should be appropriately and sufficiently ventilated to ensure a supply of clean air*
- Should a suspicious H1N1 or avian flu case be identified/reported on campus, the ventilation system providing HVAC to the room where the carrier has stayed may be shut down for disinfection.*

Surveillance and Reporting

Surveillance and early reporting play important roles in the prevention and limiting the spread of influenza. If a pandemic occurs, screening measures may be implemented at VCC if necessary.

- Individuals who have a fever over 38.0°C (100.4°F), and one or more of the following respiratory symptoms: cough, shortness of breath or difficulty breathing occur, headache, muscle aches, sore throat and fatigue after visiting an area with H1N1 or avian cases or contacting animals must report to their family physician or local health*

authority immediately and seek medical advice as soon as possible

- These individuals should inform their family physician or Medical Services of when and where they traveled and indicate whether there was contact with anyone who had ILI symptoms*
- All suspected H1N1 or avian flu cases on campus should be immediately reported to the Supervisor, First Aid Attendant, and the OH&S Advisor*
- The OH&S Advisor will report suspect case(s) at VCC to local health authority as necessary*
- International students coming from a country where H1N1 or avian flu is prevailing may attend VCC and work on campuses if no suspicious symptoms have been developed*
- These students must inform their instructors/supervisors and monitor their health for 10 days after arrival to British Columbia*
- All international students must abide by the stipulations in Surveillance and Reporting section*

•Social Distancing

- Individuals who experience the flu-like symptoms that were mentioned above after traveling to an area/country with H1N1 or avian flu cases may attend VCC and work on campuses if no suspicious symptoms have been developed*
- If the individual mentioned in the previous bullet develops ILI symptoms they should NOT attend VCC until they have been evaluated and cleared by public health officials and should minimize close contact with other persons*
- The individual or his/her family members should contact their community health center, or their family physicians by phone prior to going for assessment to ensure that the proper precautions are taken in order to minimize the risk of spread to others*
- If the symptoms are not H1N1 or avian flu related, the employee/student may be allowed to return to VCC*
- All suspected H1N1 or avian flu cases reported on campus should be appropriately quarantined immediately*
- Employees and students residing with individuals who have symptoms of, or confirmed H1N1 or avian flu may be asked to voluntarily remain at home*
- Employees and/or students who have had contact with the individual(s) who are suspected H1N1 or avian flu cases will be notified/alerted and monitored and may need to be quarantined*
- If the Emergency Response Plan and Emergency Operation Centre at Regional*

Administration is activated the institute will follow the VCC Pandemic Plan and the College's Emergency Response Preparedness plan

•Should pandemic or a major influenza epidemic occur, VCC will respond and may temporarily alter business operations, including and up to closure or partial closure

Personal Protective Equipment

Use of personal protective equipment may be an effective approach to prevent influenza transmission. Personal protective equipment includes respiratory protection, eye protection and skin protection and will be assigned based upon the results of the Risk Assessment. Facemasks and respiratory protection equipment must be appropriately chosen and fit-tested and must be stored or disposed properly. Students and instructors conducting practicum and/or working in healthcare settings shall follow the established guidelines for the setting including established work procedures.

6. Education

Education is crucial for awareness, early detection and prevention.

•As necessary, supervisors shall ensure that employees and students have read and understood this Communicable Disease plan. Employees and students should have sufficient awareness and be able to answer seven key questions:

- What is seasonal influenza and pandemic?*
- How is influenza transmitted?*
- What are the typical symptoms of influenza infection?*
- What precautions and control/protective measures are required to prevent influenza infection and transmission?*
- What should you do when you (or others) have suspicious symptoms?*
- Where can you obtain further information and help?*
- The VCC OH&S, First Aid and EMP Committee will continuously provide education on influenza prevention by means of bulletins, websites, brochures and seminars*
- VCC Employees and students are also encouraged to use the websites provided by Government of Canada, Public Health Agency of Canada, BCCDC and WHO to acquire general information on influenza.*

7. Work Procedures

Students and instructors conducting practicum in healthcare settings and/or performing analyses of human specimens in medical laboratories are required to strictly follow the work procedures, prevention guidelines and precautions established by the appropriate health authorities and the WHO.

8. Hygiene Facilities and Decontamination Procedures

Hygiene facilities for influenza prevention and control include, but are not limited to, general ventilation for bio-safety, local exhaust/fume hoods, quarantine wards, ventilator with HEPA filter for H1N1 or avian flu patients, sinks and hand sanitizer, eye washing facilities, change rooms, bio-safety waste containers, and facilities for disinfection.

Outbreak Response Service*

Upon Notice requesting the Outbreak Response Service, the Contractor (cleaning) must commence the re-cleaning and sanitation strategy:

1. The Outbreak Response Kit will be opened and the appropriate Janitorial Supplies and Janitorial Equipment will be issued to Contractor Resources assigned to the execution of the re-clean and sanitation strategy.
2. The contractor will post signage at every entrance advising staff, students, and visitors not to enter if they have symptoms and other illness. Hand washing and hand sanitizing signage must be placed in washrooms, kitchens, and all entrances to promote the proper hand washing and sanitizing techniques.
3. Entrance areas must be immediately clean to area standards and sanitized using the anti-bacterial and anti-viral janitorial supplies maintained in the Outbreak Response Kit. The sanitation of the entrance areas must be repeated every 15 minutes.
4. Touch Points must be cleaned and sanitized using the anti –bacterial and anti-viral janitorial supplies maintained in the Outbreak Response Kit, starting with those Touch Points adjacent to the entrance areas and moving in a logical progression away from the entrance areas, towards the center of the facility.

•Students and instructors conducting practicum in healthcare settings and/or performing analyses of human specimens in medical laboratories are required to use the hygiene facilities provided whenever applicable

•Areas and surfaces in the workplace or on campuses that are contaminated or possibly contaminated should be thoroughly cleaned, disinfected and ventilated

9. Health Monitoring

•Individuals who have visited an area/country where H1N1 or avian flu is prevailing should monitor their health for 10 days after departure from the area/country

- *International students who come from any countries where H1N1 or avian flu is prevailing must monitor their health for 10 days after arrival in British Columbia*
- *Individuals who have flu-like symptoms within 10 days after traveling to or coming from an area/country with H1N1 or avian flu cases must seek medical attention and should refrain from accessing VCC for 72 hours or until it is confirmed that they are not contagious*
- *All recovered H1N1 or avian flu patients should be monitored by their family physicians or local health authorities for appropriate period of time for their health and virus-carrying status*

10. Documentation

Records of education on influenza and prevention will be kept following VCC records retention policy. Copies of records will be forwarded to Emergency Response preparedness Committee and OH&S Advisor upon requested.

11. Program Review

This Control Plan will be reviewed annually for the following:

- *the most updated information on the epidemic and pandemic influenza*
- *the effectiveness of this Communicable Disease Plan*
- *documentation for awareness and education*

The annual review will be done in consultation with VCC Regional Joint Occupational Health and Safety Committee and VCC Emergency Response Preparedness Committee.

12. Applicable Legislation and Reference Materials

Public Health Agency of Canada - Influenza

Canadian Centre for Occupational Health and Safety - Influenza

World Health Organization - Influenza

BC Centre for Disease Control – Influenza – “the flu”

WorkSafeBC – General Information about Avian Influenza WorkSafeBC – Regulation-

Communicable Disease Plans, VCC Communicable Disease (Pandemic) Plan, VCC Emergency Management Plan