

Facilities Ancillary Services Best Practice

Calling Protocol for Emergency Response

INTRODUCTION (Purpose and Importance)

The purpose of this best practice is to ensure that the proper chain of command is followed when reporting emergencies on campus. For the purposes of this document, we will define two types of incidents:

- A **Critical Incident** is described as: An incident where there are injuries requiring medical transport, significant police, fire or ambulance response, property damage exceeding \$10,000, or poses major risk to business continuity
- A **Minor Incident** is described as: no injuries, property damage not exceeding \$10,000, or minimal or no risk to business continuity

During a *Critical Incident* Facilities Services office staff would call each person in the chain of command (listed in order below) until you are able to inform someone **in conversation**. If you can't get ahold of the person you need to, leave a message informing that you will call the next person up the chain of command.

- Associate Director, Facilities Services (Burke Gulbranson - cell 250 667 5813) if not reachable;
- Associate Director, Campus Development (Drew Taylor – cell 250 751 3874), if not reachable;
- Director, Ancillary Services (Melissa Townsend – cell 250 739 1760) if not reachable;
- AVP Facilities & Ancillary Services (Richard Lewis - cell 250 618 7703) if not reachable;
- VP Admin & Finance's Office (local 6105 - through Exec. Assistant) if not reachable;
- President's Office (local 6660 - through Exec. Assistant) if not reachable;
- Provost's Office (local 6603 – through Exec. Assistant) if not reachable;
- University Relations (local 6617).

You are to inform them of the situation (including who the VIU incident commander is if it is known) and provide them regular updates as the situation changes.

Event type and preferred notification timing and methodology:

Critical Incidents

Event:	Notification Timing:	Communication Method:
Critical incident involving first responders - Excluding minor incidents described above	<i>Urgent notification</i>	<i>Phone call/in person conversation</i>
Any incident where Incident Command triggered	<i>Urgent notification</i>	
Any incident triggering the EOC	<i>Urgent notification</i>	
Any evacuation or lockdown of buildings	<i>Urgent notification</i>	

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Minor Incidents

Event:	Notification Timing:	Method:
Any situation requiring part of a building or building system to be shutdown	<i>Notification within 1 hour</i>	<i>Email/Text Message ok</i>
Any time an area of campus must be cordoned off to restrict access for safety reasons	<i>Notification within 2 hours</i>	
First aid requiring ambulance attendance for precautionary reasons	<i>Notification within 2 hours</i>	

When the Director, FS is skipped on the chain of command notification (unreachable, or away) a follow-up email to him is required within 2 hours to inform him of the incident and known details.

Created December 2017: Richard Lewis, Director, Facilities Services & Campus Development
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