

Facilities Ancillary Services Best Practice

Emergency Mass Notification Systems

INTRODUCTION (PURPOSE AND IMPORTANCE):

The purpose of this best practice is to provide information on the authority to approve; as well as the instructions on the use of the various VIU mass notification systems. These systems are only to be used for true emergency situations, or during pre-approved testing schedules. They are not to be used for other purposes unless authorized directly by Senior Management Group (SMG) or Executive Director.

Authorization for use of Systems:

- a) SMG comprised of the President, VP Admin & Finance, University Secretary, Provost and the Executive Director of University Relations
- b) Executive Director of Student Affairs, Executive Director of Facilities and Ancillary Services, Executive Director of Human Resources, CIO (Chief Information Officer)
- c) Any persons appointed in an “acting” position in the absence of one of the above
- d) Trained Incident Commander when none of the above can be contacted in an expedient time frame (typically specific Security and Facility personnel)
- e) The acting Incident Commander in times of extreme emergency and failure of communication with all of the above.

System Operators

Selected trained staff from the Senior Management Group, Executive Directors, Security staff, Facilities staff, University Relations Staff, and Health & Safety Officers. Not everyone in these groups are trained.

Use of Communications Web Management System (Web Advisories)

The system places banners on specific display boards on the Nanaimo Campus as well as places a banner on the VIU Websites relating to specific campuses, or on the main site. Activation of this system resides with University Relations (UR) staff and a select number of Facilities management staff. Log in user names and passwords are obtained through IT upon approval from UR.

- a) Log in to <https://www2.viu.ca/universityrelations/admin/>
- b) Select “VIU Advisories”
- c) Either select one of the existing “Titles” or select “Add VIU Advisory”
- d) Adjust text and choose from options of “Main Website”, “Powell River Website”, “Parksville/Qualicum Website”, “Cowichan Website”, “Milner Gardens Website”, “Digital Signage”
- e) Select “Active”
- f) Save
- g) Clear “Active” when message is no longer of need.

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Use of Smart Phone Safety App Notifications

- a) Log into the desktop portal at <http://viu.apparmor.com>
- b) Use Client ID and Password as provided to trained approved individuals
- c) Click on Communications tab, then Push Notifications and then New Push Notification
- d) Use one of the Canned Notifications, or fill in the Title and Notification Text
- e) Send Push Notification

Email-to-Push

As an alternative for select users. Only messages sent from the allowed senders (Alan.cumbers@viu.ca, Richard.lewis@viu.ca, Erin.bascom@viu.ca, Janina.stajic@viu.ca) will be recognized. Any messages from other senders will be ignored, and won't trigger the push notification.

There are two email addresses that you can use for email-to-push on your app. There is a "draft" email address for testing, and a "production" email address to send message to all of the app users. The email addresses are:

- Draft: viu.draft@push.apparmor.com
- Production: viu@push.apparmor.com

To test, you can put some of your staff devices into "draft mode". This is done by completing these steps within the app:

1. Launch the VIU Safety app on your phone
2. Tap "About / Preferences" -> "Push Notifications"
3. You should see a "Version 3.xx.xxxx" label at the bottom of the screen. Tap it 7 times in a row.
4. A password dialog will appear. Enter: nanaimo
5. You'll notice a "Disable Draft Mode" button appear below the version number. This means you are now subscribed to "draft" notifications. (When you are done testing, you can tap that button to unsubscribe from "draft" notifications.)
6. Then, just send an email to viu.draft@push.apparmor.com from one of the authorized sender email addresses. Any devices subscribed to "draft" notifications should receive the message.

Should an emergency event occur, just send an email to viu@push.apparmor.com from an authorized sender email account.

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Use of Nanaimo Campus F/A Voice Paging System

This system is currently limited to the non VIU Student Residence Housing buildings on the Nanaimo Campus. The interface for the Fire Alarm Voice Paging system can be physically accessed at the Security Office in Building 315, or in the Facilities main office in Building 120. In addition there is the ability to “phone in” to activate paging.

F/A Physical Programming:

1. If you do not have access to a key for the locked panel, break open the adjacent box on the wall beside the panel to get access to a key and unlock the panel.
2. There is a map of the Nanaimo Campus zones on the wall if needed.

Unique voice message “Paging”

- a) The middle section of the panel contains the wired microphone and a set of push buttons.
- b) From this row of modules, choose the area of the campus you wish to hear your announcement. (Whole campus, specific zones, or specific building(s))
- c) Push the button(s) for the area(s) needed. LED’s may take approx. 2 seconds to light up while circuits are connecting.
- d) Once the LED’s are lit, push & hold the button on the side of the microphone. This will cause a tone to play twice in the applicable building(s) indicating an announcement is about to be made (approximately 5-10 seconds).
- e) Once the above process has finished, an LED labelled “Mic ready to talk” will light up. This means the system is ready for an announcement to be made.
- f) Use microphone to make specific announce. Start message with “Attention Please” Repeat entire message a minimum of two times.
- g) When emergency event is complete, use an “all clear” announcement and ensure all the module lights are off by once more pushing the appropriate button(s)
- h) Relock cabinet door and return the key to the appropriate location
- i) Get lock box repaired if needed.
- j) Complete incident report

“Canned” Message

- a) The lower section of the panel contains the canned message modules and a set of push buttons.
- b) From this row of modules, choose the area of the campus you wish to hear your announcement. (Whole campus, specific zones, or specific building(s))
- c) Push the button(s) for the area(s) needed.
- d) Push the button for the canned message needed.
- e) When emergency event is complete, once more push the button on the canned message in use which shuts it off.
- f) Push the “all clear” canned message
- g) After the all clear message has been played a number of times, ensure all the module lights are off by once more pushing the appropriate button(s)
- h) Relock cabinet door and return the key to the appropriate location
- i) Get lock box repaired if needed.
- j) Complete incident report

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F/A Phone-In Activation (this option is only available for an announcement to all buildings on the Nanaimo Campus)

- a) Call the phone number provided to trained, approved individuals. Once you are connected, you will hear a continuous tone confirming this.
- b) Enter the numeric code provided to trained, approved individuals when prompted. The tone will stop. **WARNING - As soon as the code is complete you are connected live to the P.A. (within 1-2 seconds).**
- c) Wait 2 seconds after your code entry is complete, then speak slowly & clearly into phone handset to make specific announcement. Start message with "Attention Please". Repeat entire message a minimum of two times.
- d) When emergency event is complete, be sure to articulate the emergency is over with an "all clear" announcement.
- e) Hang-up the phone to end the announcement.

Use of Alertus Desktop Notification

The system places pop up notices on VIU computer screens at any campus that have been equipped with the Alertus application. Activation of this system resides with IT and Facilities management staff. Log in user names and passwords are obtained through IT or Executive Director of Facilities and Ancillary Services. Users need to be on a VIU connected computer, or using the VIU VPN for remote computers.

- a) Log in to <https://alert.viu.ca/>
- b) Select the Custom Activation button
- c) Select pull down menu "Pre-scripted Message" and choose message or "Custom Text"
- d) Select "Notification Text" to adjust or confirm custom message
- e) Either select recipients from one of the existing "Standard Mode" or select specific "Unit Mode" computers
- f) Select Alert Duration depending on need
- g) Click to show "Custom Alert Settings"
- h) Ignore "initial Settings", "Long-Term Settings", and "Peripheral Settings"
- i) Go to "Alert Services" and select the boxes adjacent "AKC Email" and "Desktop Alert"
- j) Select the → Continue button
- k) Review "Alert Information" If correct select the Send button; if not select the ← Edit button
- l) You will be redirected to the Home page with a message "Your alert has been successfully sent"
- m) When the emergency has been resolved, select the Cancel button at the bottom of the page.
- n) Return to the top of this list and complete the same actions choosing the Pre-scripted Message "All Clear" for the appropriate length of time.
- o) Complete Incident Report

Use of Smart Phone Safety App Non-Emergency Status Alert

- a) Log into the desktop portal at <http://viu.apparmor.com>

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- b) Use Client ID and Password as provided to trained approved individuals
- c) Click on Communications, then Alert Status and then click on Make New Status
- d) Use one of the Canned Notifications, or fill in the Title and Description
- e) Launch New Status

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