

# Facilities Ancillary Services Best Practice

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## Nanaimo Campus – Incident Command

### **INTRODUCTION (Purpose and Importance)**

VIU's Nanaimo Campus can be affected by numerous types of emergency situations at any time of any day. When available, Facilities staff will be utilized as support individuals under an incident command structure to aid with safe response to various emergent events. Examples of incidents that require response include, but are not limited to the following: Fire alarm, ambulance, snow control, bomb threats, and crowd control.

### **Notification of emergency event**

- Phone call received at emergency line cell phone (250) 753-3812 (this phone is monitored by VIU Campus Security).

### **Responsibilities of person receiving notification:**

- From Base Radio, calls on radio channel 1 to advise all Facilities staff of specific information relating to building number, floor, and room number as well as any contact information.
- Turns on the emergency tone on the radio system, Channel 1, indicating that the Channel is for emergency radio traffic only.
- Dispatches trained Facilities person to act as Incident Commander (IC) at site of emergency. If IC is not at Facilities, send staff member to deliver "IC Grab Bag" to the designated IC.
- Asks for volunteers from staff to attend to the key intersections, and then to advise Base of their location. From that location / intersection, the volunteers will direct the emergency vehicles to the building or area where emergency vehicle is needed;
- Tracks staff response indicating areas covered. Informs IC of any missing coverage.
- Notifies through safety chain of command of incident (normally direct Manager to Director to Executive Director (ED) to VP Admin & Finance to President).
- Acts as communication liaison for IC.

### **Responsibilities of Facilities Services personnel:**

- Attend to the key intersections, and advise Base of their location. From that location / intersection, direct the emergency vehicles to the building or area where emergency vehicle is needed.
- Those not assigned to key intersections are to report to building 120:
  - To be directed to stand at or near EXIT doors of the building in question
  - To provide services as directed by the IC
  - To control pedestrian and vehicular traffic in the vicinity of entrances
  - To remove impediments to the emergency personnel movements
  - To prevent the public from entering the building during an emergency event
  - To guide emergency vehicles to an appropriate area;

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- To provide emergency responders with specific local information that will assist them in their tasks;
- To advise emergency responders of the location of the IC, and to advise, who is in that role;
- To remind people evacuating the building where their Assembly points are located.
- Facilities Services personnel not directly involved are required to
  - Assemble at a specific location (as above) to support the IC. The default location is the main office of Building 120.
  - Monitor Radio Channel 1, ONLY, and refrain from using the radio for anything but required responses when called upon by the IC or Base Radio when called upon.
  - Not to enter the incident site until advised by the IC that it is safe to do so.

### **Responsibilities of Incident Commander** (dependent on type of incident)

- Immediately head to the site of the incident and take charge of the scene until replaced by a more senior manager or professional responder. (If at Facilities, take IC Grab Bag)
- Distribute available personnel around the building as deemed appropriate, but in general, one person at each building entrance.
- Be wearing distinctive coloured high visibility vest, plus distinctive hard hat;
- Be the only person giving orders in regards to a given incident;
- Assign tasks to Facilities Services personnel (Base Radio will assign intersection control tasks) available;
- At the discretion of the IC, order excess Facilities personnel to “stand down” from the emergency, or redirect them to emergent needs;
- If relevant, assign one electrician to work with the Fire Department personnel, but that electrician will only enter the building when the Fire Department personnel advise that it is safe to do so, and will act in strict accordance with their directions;
- Secure the incident site to ensure no unauthorized people enter the incident site;
- Liaise with emergency wardens, obtain information that can be passed on to emergency responders;
- Liaise with Base (usually Facilities) on progress and issues;
- Direct additional Facilities Services personnel responders to assist in perimeter control and direction;
- Advise emergency responders of needed assistance;
- Will assign tasks to Campus Security personnel on site;
- Receive reports from Facilities personnel, Campus Security, and from emergency wardens;
- Relinquish command of the Incident once the professional emergency responders arrive (such as the Fire Department Commanding Officer, or RCMP, etc.);
- Remain at site to provide support to the professional emergency responders and relay directions to Facilities personnel and Campus Security;

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- Obtain additional resources from VIU executive, and when necessary the Emergency Operations Centre (EOC):
  - This may include recalling Facilities Services personnel/security to assist in the response after normal office hours
- Resume command of an Incident when the professional emergency responders declare the building or area safe for re-entry
- Assign tasks to Facilities Services personnel to look for the building occupants at their Assembly Points and to let them know that the building is safe for re-entry;
- Conduct an investigation where necessary, and complete an Incident Report using all available information
- Request additional resources as required (EOC Director to determine if EOC activation is required)

### **Responsibilities of Campus Security (Monday – Friday 07:00 – 16:00) (Office Hours)**

- Follow all applicable Post Orders
- Call established call out list for any emergency events
- Call professional emergency responders when needed (Fire, ambulance, police, etc.)
- Undertake Incident Command role until relieved on site by VIU Incident Commander, or professional emergency responder (Police, Fire, Ambulance, etc.)
- Provide first aid if needed. Call ambulance if needed;
- If requested, may be asked to assemble at a specific location to support the Incident Commander;
- Monitor Radio Channel 1 and refrain from using the radio for anything but required responses when called upon by the Incident Commander or Base Radio when called upon;
- If building is in alarm, will not enter the building until advised that it is safe to do so by the appropriate authority (police/fire)
- If first on scene, may be required to initiate the Incident Report, following the incident.

### **Responsibilities of Campus Security - Non Office Hours**

- Follow all applicable Post Orders;
- Provide first aid as needed. Call ambulance if needed;
- Undertake role of Incident Commander as required;
- Contact the Facilities Services Manager responsible for that system, as defined in the Post Orders, Appendix A;
- Notify Safety Chain of Command when required.

### **Responsibilities of Emergency Wardens**

- Under the training and coaching received through the Health & Safety Services building Emergency Wardens are trained to:

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- Clear their designated floor area and encourage occupants to proceed immediately to their designated Assembly Point;
- Account for building occupants to the best of their abilities;
- Send a representative to the Incident Commander to report on:
  - known missing persons or persons in the building
  - injured persons needing assistance;
  - known persons with disabilities in the building requiring Fire Department assisted evacuation.

***At no time will VIU staff be expected to, or asked to put themselves, or anyone else in personal danger as a result of this best practice.***

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