

Facilities Ancillary Services Best Practice

Nanaimo Campus - Snow and Ice Response

INTRODUCTION (Purpose and Importance):

VIU's Nanaimo Campus is built on the side of Mt. Benson, with elevation changes that result in numerous exterior stairs, pathways, sidewalks, drives and parking lots. Winter weather conditions often result in snow and ice across the campus making access potentially hazardous.

- Daily localized weather reports commencing November 1st from NW Weathernet are received and reviewed by the Facilities Services and Campus Development (FSCD) Director and Managers. These reports will be used to inform and arrange for staff coverage if required. These reports historically have proved very helpful as well as being quite accurate for the Nanaimo Campus.
- The Nanaimo Parkway camera is an useful tool to obtain information on snow conditions, as well as checking the internet weather reports.
- VIU campus security is to monitor conditions and will contact the Manager, Building and Grounds (or designate) when snow begins falling and/or icy conditions begin.
- Acer Landscaping have a standing agreement to be prepared to respond with plow trucks and bobcat when snow conditions exist. This company is available 24/7 carrying out snow removal services to ONLY VIU. There are areas of priority to which they are aware, as indicated and documented by Manager, Building and Grounds.
- Campus snow conditions will be closely monitored and once snow has begun to accumulate and has covered ground, the Manager of Building and Grounds, (or designate) will begin to phone the Facilities staff to report to work at a set time, usually 2:00-3:00am.
- Campus is divided into three zones, each supervised by one zone captain who directs the casual staff in each zone. Depending on severity of snow, the staffing in each zone will number between 6 and 12.
- The zone captains report each hour to the Manager of Building and Grounds (or designate) on the progression of their zone.
- At approximately 5:30am, onsite checks of zones are carried out by the Managers/Director along with a brief discussion involving each zone captain. Acer Landscaping supervisor is also contacted by radio for the status fire lanes, parking lots and roadways.

- At approximately 6:00 am the Director, FSCD (or designate) contacts AC Taxi, City of Nanaimo, Nanaimo Transit and the School District 68 to obtain as much information as to the conditions on the Nanaimo roadways.
- The Director, FSCD will discuss with the Manager of Building and Grounds, Manager of Technical Systems and designates at approx. 6:10 am to discuss the projected conditions at 8:00am to decide whether to recommend to the VIU President to close the campus or not.
- The Director, FSCD (or designate) will contact the President of VIU (or designate) to recommend the campus be closed. Once the President (or designate) gives approval to close for the day, the Director, FSCD immediately sends a notification and alert through the VIU Safety App detailing the closure which then informs the AVP/Director of MARCOMM to allow them to communicate the campus closure. The group will ensure that the Mass Notification systems, Alertus, VIU Safety App, the Welcome Centre phone message, building temporary signage and the Communications Web Management System are updated as appropriate.

In the case of extreme weather conditions, if possible, a decision will be made by:

- ***6:30 am - if a campus will be closed for morning classes***
- ***10:30 am – if a campus will be closed for afternoon classes***
- ***2:30 pm – if a campus will be closed for evening classes***

- The AVP Marcomm and the Director, Communications and Public Engagement will communicate the closure to the VIU community via website, email and social media, as well as the print/radio media.
- The Directors of IT will revise the VIU switchboard automated message.
- The Director, FSCD or designate will update the safety app and notify Security and Facilities staff.

Note: Regional Campus Academic Administrator/Campus Principals are responsible for determining closures or class cancellations recommendations on their own campuses. A separate best practice has been created for this purpose.

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