



# Emergency/Crisis Response at Lakehead University Campuses

**Category:** Health and Safety;

**Jurisdiction:** Vice President, Administration and Finance;

**Approval Authority:** Executive Team;

**Established on:** February 23, 1994;

**Amendments:** April 27, 1995; August 2007; August 2010; 2012; January 2016;

February 2018;

**Reviews:** None.

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## Purpose

This policy is intended to establish guidelines for the administrative response to a major emergency situation (crisis or disaster) that threatens the safety or well-being of a member(s) of the Lakehead University community or the University's normal operations at the Thunder Bay and/or Orillia Campuses.

## Definitions

An Emergency is an unforeseen event that interrupts "normal" activity within the University, requiring extra support, resources, clean-up, or recovery. Situations which disrupt or undermine the sense of personal security that students and staff require to function effectively in the University community are recognized as Emergencies.

Emergencies are categorized into Levels depending on their severity and the level of management required:

**Level 1.** Typically individual Emergencies: those which significantly impair the ability of an individual to function within his/her role within the University community;

**Level 2.** Departmental or functional Emergencies: those which significantly impair the ability of a department or functional group to deliver services, but which do not significantly impair the ability of the University to continue providing services; and

**Level 3.** Emergencies which significantly impair the ability of the institution to deliver core services (ie. computing, library services, student records, admission and registration processes, payroll), academic, research and administrative services, and/or basic utility services i.e. hydro, water, gas, phone; or  
Emergencies which adversely affect, or present a clear and imminent danger to the safety of any number of persons within the University community (e.g. building structure failure, violent incident, multiple casualties or fatalities, serious disease epidemic).

Examples of Emergencies could include: fire, civil disorder, severe weather, explosion, environmental hazard, dangerous/unwanted persons on campus, firearm discharge, utility failure, disease epidemic, fatality or serious accident on campus, bomb threat, etc.

### **Emergency Operations Control Group (EOCG)**

Designated group of staff responsible for direction of Emergency response to minimize the effects of the Emergency. The following are permanent members of the EOCG:

**Thunder Bay Campus** - President, Vice President (Administration & Finance), Provost & Vice President (Academic), Vice President (Research & Innovation), Director of Security Services, Chief of Staff & Director of Media Relations.

**Orillia Campus** – President, Principal, Associate Vice President (Orillia Campus), Marketing & Communications Associate, Human Resources Associate, Facilities Manager, Administrative Officer, and Security Services Coordinator.

Other University employees may be seconded to the EOCG as required.

## Emergency Operations Centre (EOC)

Space prepared for Emergency response coordination and recovery planning. The following rooms are designated as potential EOC locations:

**Thunder Bay campus:** Governance Conference Room, Vice Presidents' Conference Room, Conference Room A (Bartley Residence), Physical Plant Boardroom in Avila Centre.

**Orillia Campus:** Heritage Place meeting room and Residence meeting room.

## Policy

### Preparation and Support Strategies:

Lakehead University is committed to the creation and maintenance of a safe environment for students, faculty, staff and visitors. Lakehead University commits to emergency preparation that includes planning, drills, exercises, training, supporting and ensuring the continuity of operations.

### Response Strategies:

When an Emergency at any Level occurs, the following main purposes, with this order of priority, will determine the response:

- a. to protect lives;
- b. to protect the health and safety of all responders;
- c. to protect property and infrastructure;
- d. to protect the environment; and
- e. to restore the academic, research and administrative operations of the University.

Response strategy is also related to the Level of Emergency experienced.

**Level 1.** These Emergencies require routine response and are managed by the Office of Security Services. Management of the Emergency focuses on the delivery of basic primary response services (e.g. through Security, Police, Fire, Ambulance) and coordination of basic secondary response services (e.g. through Health and Safety, Physical Plant, the Chief of Staff & Director of Media Relations).

**Level 2.** These Emergencies require enhanced response, beyond the routine actions required for Level 1 Emergencies. Response activities are managed on-site by:

**Thunder Bay Campus** - a senior security officer, as directed by external primary responders (e.g. Police, Fire, Ambulance), the Director, Security Services and/or the Vice President (Administration & Finance). If the Emergency warrants, the Vice President (Administration & Finance) in consultation with the Director, Security Services, may request additional staff involvement from members of the affected department, or EOCG members.

**Orillia Campus** - the Security Services Coordinator, as directed by external primary responders (e.g. Police, Fire, Ambulance), and/or the Principal. If the Emergency warrants, the Principal in consultation with the Security Services Coordinator may request additional staff involvement from members of the affected department, or EOCG members.

Media relations support is provided on-site by a representative of the Chief of Staff & Director of Media Relations.

**Level 3.** These Emergencies, by definition, require response actions necessitating the use of resources in addition to those possessed by Lakehead University. Initial response will be similar to those for Level 1 and 2 Emergencies but a Level 3 Emergency may also require the activation by:

**Thunder Bay Campus** - the Vice President (Administration & Finance) of the EOC, staffed by the EOCG.

**Orillia Campus** – the Principal or designate.

The EOC serves as a single focal point for the management of information, decision-making, communications, and resource support and allocation during both the Emergency response and recovery processes.

**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 scenarios:

**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 continually monitors the Level of Emergency.
4. Security officer requests additional support as needed (e.g. Security Services Coordinator/Director, Police, Fire Department, paramedics, Health and Safety, Physical Plant, Media Relations).
5. First response Emergency assistance is rendered as required.
6. Any pertinent communications to the University community, President's Office, external media or members of the public are released.
7. University response is rendered as required and Emergency ends.
8. Recovery phase and return to normal operations are usually quite short in duration for Level 1 Emergencies.

**Level 2.**

1. Emergency occurs.
2. Security is alerted and an officer is dispatched.
3. Security officer assesses the Emergency and the response required.

4. Security officer requests additional support as needed (e.g. Security Services Coordinator/Director, Police, Fire Department, paramedics, Health and Safety, Physical Plant, Chief of Staff & Director of Media Relations).
5. Security Services Coordinator/Director determines that the Emergency response required is beyond the capabilities of the Security Office and contacts the Vice President (Administration & Finance) – Thunder Bay Campus, and/or the Principal – Orillia Campus.
6. Emergency response is rendered as required.
7. Communication:  
**Thunder Bay Campus** - Vice President (Administration & Finance) notifies the President and determines if additional staff or members of the EOCG are required to manage Emergency response or recovery operations.  
**Orillia Campus** – Principal notifies the President and determines if additional staff or members of the EOCG are required to manage Emergency response or recovery operations.
8. Any pertinent communications to the University community, external media or members of the public are released through the Chief of Staff & Director of Media Relations.
9. Recovery phase begins, as managed by the Vice President (Administration & Finance) – Thunder Bay Campus, and Principal – Orillia Campus.
10. Return to normal operations.

### **Level 3.**

1. Emergency occurs.
2. Security is alerted and an officer is dispatched.
3. Security officer assesses the Emergency and the response required.
4. Security officer requests additional support as needed (e.g. Security Services Coordinator/Director, Police, Fire Department, paramedics, Health and Safety, Physical Plant, Chief of Staff & Director of Media Relations).
5. Security Services Coordinator/Director determines that the Emergency response required is beyond the capabilities of the Security Office and contacts the Vice

President (Administration & Finance) – Thunder Bay Campus and/or the Principal – Orillia Campus.

6. Emergency response is rendered as required.

7. Communication:

**Thunder Bay Campus** - Vice President (Administration & Finance) notifies the President and may convene the EOCG in a designated EOC location. Additional staff may be added to the EOCG as required. Any pertinent communications to the University community, external media or members of the public are released.

**Orillia Campus** – Principal notifies the President and may convene the EOCG in a designated EOC location. Additional staff may be added to the EOCG as required. Any pertinent communications to the University community, external media or members of the public are released through the Chief of Staff & Director of Media Relations.

8. Recovery phase begins, as managed by the Vice President (Administration & Finance) – Thunder Bay Campus, and Principal – Orillia Campus.

9. Return to normal operations.

### Recovery Phase

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 counseling will be offered as required to those directly involved in or affected by a traumatic event. This service will be arranged by the Office of Human Resources in conjunction with Student Health and Counseling Services.

In addition, the recovery phase will also include a review of the University's response to the Emergency to determine the effectiveness of the Emergency 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 long in duration.

**General**

If an emergency involves animals housed in University animal care facilities, the Animal Care Committee Veterinarian and Chair of the Animal Care Committee will be called by the Vice President (Research & Innovation) to deal with known or possible injuries or stresses suffered by the animals.

<https://www.lakeheadu.ca/research-and-innovation/ethics/animal-care-and-use-program-policies-and-procedures>

If the Emergency involves radioactive substances, the Lab & Biosafety Specialist will be notified.

In departments or areas where specialized Emergency response protocols are required (e.g. response to hazardous conditions, emergency in restricted areas etc.), the Office of Human Resources, Security Services and Physical Plant must be advised by the Vice President (Administration & Finance) and provided with these protocols.

All University personnel likely to be involved in the response to an Emergency will participate in appropriate training or exercises, as required or needed. Annual training will be available through the Offices of Human Resources and Security Services.

**Review**

The Vice-President (Administration & Finance) will review this policy within five years to ascertain if any amendments are necessary.

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**Review Period:** 5 years;

**Date for Next Review:** 2023;

**Related Policies and Procedures:** None;

**Policy Superseded by this Policy:** None



The University Secretariat manages the development of policies through an impartial, fair governance process. Please contact the University Secretariat for additional information on University policies and procedures and/or if you require this information in another format:

Open: Monday through Friday from 8:30am to 4:30pm;

Location: University Centre, Thunder Bay Campus, Room UC2002;

Phone: 807-346-7929 or Email: [univsec@lakeheadu.ca](mailto:univsec@lakeheadu.ca).