



Emergency Management and Business Continuity Program - Emergency Response Plan (ERP)

For the use by the Critical Incident Response Team (CIRT)

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3.0 Introduction

The health and safety of students, faculty and staff, contractors and visitors, as well as the protection of the property and environment are integral to Humber College Institute of Technology and Advanced Learning and the University of Guelph–Humber (which will be referred to as “Humber” or “the College”) operations. Proper planning will ensure timely and appropriate response to emergencies, critical incidents or business disruptions in compliance with applicable laws, legal codes of practice and industry standards.

In order to comply with industry best practices, this emergency response plan has been designed by integrating guidelines from the *Incident Management System (IMS) Doctrine for Ontario* into the College’s existing response structure. The result is a system that meets the needs of the College but is also compatible with procedures used by external responders such as Toronto Fire Services and/or Toronto Police Services.

4.0 Purpose

The purpose of the Emergency Response Plan (ERP) is to ensure the College is prepared to respond to a wide range of emergencies, critical incidents or business disruptions in a coordinated, timely and effective manner. The ERP is designed to guide decision-making, communication and overall coordination of a response to support the Critical Incident Response Team (CIRT).

As the highest priority, the College is committed to the welfare and safety of its faculty, staff, students, contractors, vendors and visitors (which will be referred to as “College Community”).

The ERP provides direction to and coordination of the College Community during an emergency, critical incident or business disruption to protect human life, prevent injury, protection of the environment and preservation of property, minimize danger, restore normal operations of the College and assure responsive communications within the College and the surrounding community.

The College shall conduct continuous planning to minimize the risk of personal injury and property loss from critical incidents; cooperate with public authorities and agencies charged with disaster control; and take prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency, critical incident or business disruption. The plan is fashioned in accordance with appropriate laws, regulations and policies that govern emergency critical incident or business disruption preparedness and reflects the best and most current practice in this area.

4.1 Scope

This document describes the Emergency Response Plan (ERP) for the College and assigns responsibilities for the development, implementation, and maintenance of the plan.

The ERP applies to all properties and Faculties/Departments at the College, including the College Community. This plan establishes the basic framework for emergency, critical incident

or business disruption preparedness. It is not intended to cover every department's needs. Therefore, all departments are encouraged to supplement this plan to suit its own needs while remaining in compliance with this plan.

The College may need to respond to a wide variety of incidents with varying impacts. The progression of incident impacts are outlined in the restricted appendices.

5.0 Objectives

The objectives of the ERP are:

- To ensure an effective response to emergencies, critical incidents or business disruptions
- To provide a clear and integrated response structure to the complete Emergency Management & Business Continuity Program
- The ERP is designed to be compatible with relevant internal and external plans, procedures, laws, regulations and guidelines
- To serve as an instructive and intuitive reference for designated CIRT members

5.1 Assumptions

The ERP is a realistic approach to the problems likely to be encountered on campus during an emergency, critical incident or business disruption. However, due to the unpredictable nature of such incidents, it is necessary to make the following assumptions:

- An emergency, critical incident or business disruption may occur at any time of the day or night, weekend or holiday, with little or no warning
- The succession of events in an emergency, critical incident or business disruption are not predictable therefore, published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency, critical incident or business disruption. Judgement is required at all times
- An emergency, critical incident or business disruption may affect residents within the geographical proximity to the College. Depending on the nature of the emergency, critical incident or business disruption, external emergency services may be delayed in responding to the College
- The President & CEO, or designate, or designate may declare a Campus State of Emergency if information indicates that such a condition is developing or is probable

5.2 Authority to Act

The College has established a Critical Incident Management Team (CIRT), led by the Director of Public Safety and Emergency Management (CIRT Director), or delegate, which has the authority to respond to, manage and control all aspects of an emergency, critical incident business disruption on behalf of the College Community at all campus locations. The CIRT is supported by the Senior Response Team (SRT), which will provide strategic support to the

CIRT during times of emergency, critical incident or business disruption. The Senior Response Team is comprised of the Executive Team (SET), location leads and the AVPs.

This authority is premised on the understanding and acceptance on the part of the Critical Incident Response Team (CIRT) that its members are responsible to the President & CEO, or designate, for front line, critical incident decision-making and accordingly charged with that obligation. Members of the CIRT understand and accept their collective responsibility, subject to the overall authority of the President & CEO, or designate, as having operational control of all emergencies, critical incidents or business disruptions, being the first remedial responders to a threat or incident, and having direct management and control responsibilities on behalf of the College.

In this capacity, the CIRT is charged by the President & CEO, or designate, with the authority to take any collective actions that are deemed necessary to ensure the safety and well-being of the College Community; free of any individual liability, where required, and, as necessary, ensure a coordinated response to an incident that threatens operational continuity at the College.

The emergency, critical incident or business disruption authority of the CIRT is hereby granted on behalf of the College, and can only be altered or withdrawn by the President & CEO, or designate. All requests for procedural changes, suggestions, or recommendations to the CIRT and this ERP should be submitted in writing to the Director, Public Safety and Emergency Management, or delegate.

5.3.1 Campus Closure and Class Cancellation

The Director, Public Safety and Emergency Management, or delegate, has the authority to close all or part of a campus should there be an imminent risk to life, health or safety.

The Director, Public Safety and Emergency Management, or delegate, will consult with the SVP Academic, or delegate, on the cancellation and rescheduling of classes and exams.

It is the SVP Academic, or delegate, who has the authority to cancel and or reschedule classes and exams should there be a risk to life, health and safety.

5.3.2 Building Closures or Evacuations

Decisions to close and evacuate a building, or to isolate an area, immediately after an incident may be made by the external emergency responder [i.e. Toronto Police Service (TPS)/Toronto Fire Service (TFS)] in consultation with the Director of Public Safety and Emergency Management or delegate. The Director, Public Safety and Emergency Management, or delegate, has the authority to close and evacuate a building or area if they determine there is a risk to health and safety.

Decision to reoccupy a building may only be made by the role who ordered the evacuation. The primary consideration for reoccupation will be the health and safety of the occupants.

5.3.3 Evacuation – Full or Partial

In the event that a full or partial evacuation (e.g. partial evacuation due to flooding, power outage) is ordered, the Director, Public Safety and Emergency Management, or delegate, will activate the Emergency Response Team (ERT), and have Security Operation Control Centre (SOCC) announce the evacuation over the Public Address System (refer to Emergency Procedure).

An incident may necessitate the evacuation of a building or area, not using the Public Address system. When safe to do so, emergency services personnel and/or the ERT will systematically move throughout the area to be evacuated and instruct occupants to immediately evacuate the area using a predetermined route.

5.3.4 Authority to Declare a Campus State of Emergency

The Director, Public Safety and Emergency Management, or delegate, can close all or part of a building or campus if there is a threat to health and safety, however, the authority to declare a Campus State of Emergency rests with the President & CEO, or designate.

When conditions are present that meet the definition of a Critical Incident, the CIRT Director shall place into immediate effect the appropriate procedures necessary in order to meet the needs of response to the Critical Incident.

If an emergency, critical incident or business disruption has been identified and a state of emergency declared, it will become necessary to restrict access to specific areas on campus or close campus. Only those authorized individuals who have been assigned emergency or resource duties by the CIRT will be allowed to enter the area or building affected by the incident, or closed campus.

5.3.5 De-activation/Return to Normal Operations

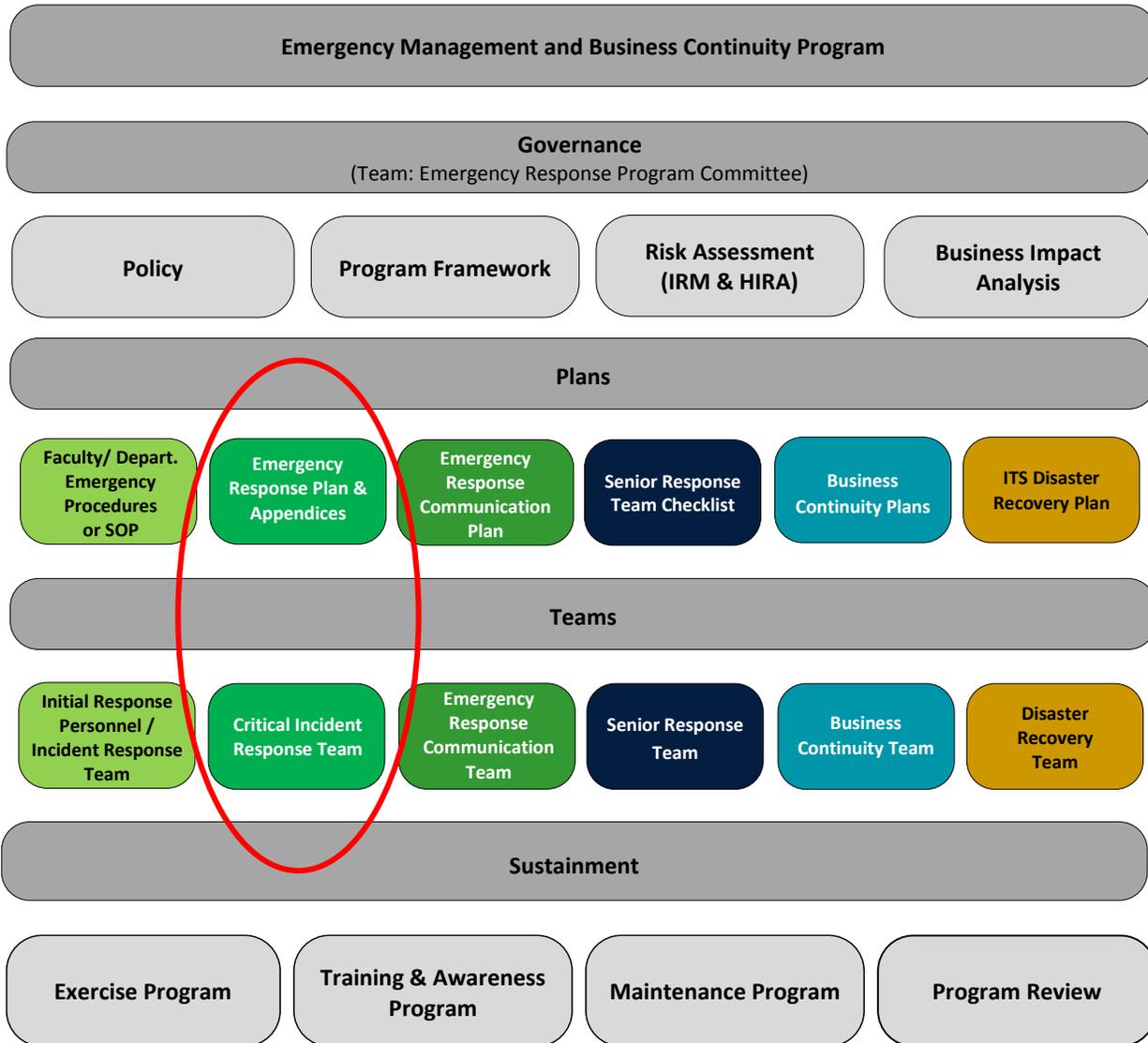
After the CIRT is activated and the College is oriented into response mode, there will be a period when the CIRT Director will identify the emergency is under control and operations may return back to normal.

The CIRT team will stand down according to the needs of the incident, provided that CIRT members have provided a briefing and completed all necessary tasks and reports before being dismissed. The Command Section will be last to cease response and will do so only after having received all necessary reports and demobilizing all resources. Deactivation of the Command Section of the CIRT will be considered as the equivalent of terminating the incident response and will be done at the CIRT Director's discretion.

At this point, the College is considered to have resumed normal operations and the SRT (via the Communications Officer) will be in a position to make an official announcement to internal and external stakeholders that operations are back to normal.

Emergency Management & Business Continuity Program Overview

The structure of the Emergency Management & Business Continuity Program (EM & BC Program) is illustrated below. The ERP and CIRT have been highlighted to demonstrate that they are an element of an overall EM & BC Program. For full details regarding the structure of the Program, please refer to the *EM & BC Framework*.



6.0 Response Teams

The College, like any other employer and property owner, has a responsibility for protecting life and property from the effects of fire, criminal acts and other emergencies. Therefore, the College has designated three (3) teams in order to support a swift and effective response during an emergency, critical incident or business disruption. They are:

- Senior Response Team (SRT)
- Critical Incident Response Team (CIRT)
- Critical Incident Response Team Subject Matter Experts (CIRT SMEs)

Team and individual roles and responsibilities are outlined in Appendices 1 & 2 of the restricted appendices.

NOTE: Every member of each team is responsible for pre-identifying an alternate who can assume the member's responsibilities should they be absent during an emergency.

7.0 Overview of the CIRT Roles and Responsibilities

To facilitate an efficient and organized response to an emergency, critical incident or business disruption, the College has created the CIRT. The objective of this team is to effectively reduce the impact and minimize the danger of an escalating incident and manage the response in a safe, rapid and orderly manner.

NOTE: Every member of the CIRT is responsible for pre-identifying an alternate who can assume the member's responsibilities should they be absent during an emergency.

In the event of an emergency, critical incident or business disruption, the Director, Public Safety and Emergency Management, or delegate, (or designate), acts as the CIRT Director, and will make the determination to activate the CIRT Team. Further the Director, Public Safety and Emergency Management, or delegate, will notify the VP Administration & CFO who will then determine whether to notify only the Executive Team or whether to notify the Senior Response Team (SRT). The VP Administration & CFO, alongside the Director, Public Safety and Emergency Management, or delegate, may advise the President & CEO, or designate, on whether the emergency, critical incident or business disruption requires a declaration of a Campus State of Emergency.

The role of the CIRT is to support the response to the emergency, critical incident or business disruption, and if safe, report to the Emergency Operations Centre (EOC). The CIRT will not respond to the scene nor will they manage the initial response to an incident. It is the responsibility of The College responders and/or the external emergency responders to isolate, contain and defuse the incident. As a team, the CIRT's priorities are to ensure the following occurs:

- The safety of occupants on any campus or rental property
- Provide input on whether there should be a recommendation to declare a campus state of emergency
- Evacuation or containment of buildings
- Identification of assembly areas
- Dissemination of public information
- Direction of the use of the College's resources
- Approval of additional resources (contractors and materials)
- Making recommendation to the VP Administration & CFO (who communicates to the Senior Response Team) to declare an end to the declaration.
- Support the Site and On-Scene Incident Commander in the following:
 - The responding Faculty/Department Incident Response personnel/team will report into, and take assignments from the On-Scene Incident Commander
 - Assemble part or all of ERT and assign duties
 - Assign ERT member/security guard to restrict access to meeting place of Critical Incident

- Consultation and inclusion of external emergency resources
- Communication with external support agencies
- Assessment of damage and development of objectives and plans for a safe return to operations

The CIRT will be guided by the Incident Manager, who will be designated by and reports to the CIRT Director.

Utilizing the *Incident Management System (IMS) Doctrine for Ontario* as a guideline, the CIRT's responsibilities during an emergency, critical incident or business disruption have been divided into five sections. They are:

- Command
- Operations
- Planning
- Logistics, Finance/Administration

Each Section will have a Chief who shall be responsible for their respective section's response activities as well as reporting to the Incident Manager (who is the Command Section Chief).

To provide support resources to CIRT, there are selected Faculty/department subject matter experts (SMEs) that will report to the EOC and be assigned to roles and or sections at the discretion of the Incident Manager. The below table represents the most likely sections that members may be assigned to. However, dependent on the type of incident some members may be assigned to other sections to provide a more effective response to an incident. It is extremely unlikely that one person will move from one section to another during an incident. **It is more likely that members of the CIRT SME, from a similar department, may be assigned to a different section.**

Section	Responsibility	Members
Command	Leadership, coordination and direction to the rest of the CIRT.	
Operations	“Tactical priorities” in responding to the incident, implementing the applicable response “procedures”, determining the needs and requesting additional resources and communicating with external emergency services.	<ul style="list-style-type: none"> • Security • Information Technology Services • Capital Development and Facilities Management
Planning	Gathering, assimilating, analyzing and processing information needed for effective decision making.	<ul style="list-style-type: none"> • Academic • Registration • Student Success & Engagement • International Centre • SPIA
Logistics, Finance/ Administration	The support mechanism for the CIRT and provides services and support to all organizational components with a response role, including provisioning and distributing supplies, food, lodging and future resource needs. Provides financial and cost analysis support to all organizational components.	<ul style="list-style-type: none"> • Campus Services • Purchasing • Human Resources & Organizational Effectiveness • Finance

CIRT Subject Matter Experts (SMEs)

Subject matter experts (faculty or staff) may be designated, by the CIRT Director, from any member of the College Community who can provide support, information or expertise to a response. Support membership to the CIRT Team are represented by the following pre-identified Subject Matter Experts (SMEs) from the following departments:

- Child Development Centre
- Centre for Trades & Technology
- Athletics
- Lakeshore Campus
- University of Guelph-Humber
- Orangeville Campus
- Campus Service
- Residence
- Education and Training Solutions
- Community Outreach Workforce Development
- Centre for Urban Ecology
- Health Centre
- Advancement & Alumni
- Libraries
- Marketing and Communications
- International
- Institutional Planning & Analysis

7.1 CIRT Section Member Responsibilities

The tables in the Appendix outline specific responsibilities for CIRT Sections and members. The contact information for the CIRT and alternate members are located in Appendix 3 of the restricted appendices.

7.2 CIRT Subject Matter Experts (SMEs) Roles and Responsibilities

Subject Matter Experts (SMEs) are Directors/Deans, which are not standing members of the CIRT but may be called upon, by the CIRT Director, in case of an emergency, critical incident or business disruption, which requires their expertise. They will be called upon to provide representation for their area of responsibility (i.e. requirements for Childcare, considerations for Residence), subject matter expertise, historical and or response background, and support in general. As CIRT SMEs are not considered standing members, they do not participate in formal decision-making. The Incident Manager will assign the SMEs to the IMS section based on Incident response. The list of SME's is located in Appendix 4 the restricted appendices.

8.0 Senior Response Team (SRT) Roles and Responsibilities

The Senior Response Team (SRT) provides strategic direction and guidance to the CIRT during response ensuring that support and resources are available. The SRT is comprised of the Executive Team, the Associate Vice Presidents, and the 3 locational leads. The SRT will be directed by the President & CEO, or designate, with the VP Administration & CFO, or designate, assuming the responsibility of communicating and liaising with the CIRT. The CIRT Director may call upon any or all members of the SRT for advice and action. The list of SRT members and Primary Authority are located in Appendix 5 & 6 of the restricted appendices.

9.0 Response and Activation

From incident identification, to response and recovery, the general flow and sequence of the response needs to be clearly understood. The Response Flow chart is located in Appendix 7 of the restricted appendices.

10.0 Identification and Response

10.1 Faculty/Department Response/Initial Response Personnel

Situations occur which are handled by Faculties/Departments applying their own operating procedures. Upon escalation and if additional assistance is required, the Faculty/Department will notify the Security Operations Control Centre (SOCC) and/or the Director of Public Safety. Escalation points may vary with each Faculty/Department (i.e. Student Success and Engagement, Public Safety, International, Facilities, Information Technology Services, Residence, Human Resources and Organizational Effectiveness, Health and Safety etc.).

Due to possible impact of some incidents, notification may immediately commence utilizing the public address (PA) system, instead of following the standard escalation procedures.

10.2 Public Safety Response

After being notified by SOCC a security guard will proceed to the scene and verify the legitimacy of the alarm/incident reported, as per SOP and/or Emergency Procedures. The only exception to this action is in a situation that involves an active shooter, in which case the College will be placed in Lockdown, as per Emergency Procedure – Active Shooter, and the College surrenders the responsibility of the response to Toronto Police Services.

If the alarm/incident reported is determined to be false, the security guard notifies SOCC to reset, as per SOP.

If the alarm/incident report is verified as authentic, the security guard notifies SOCC and then engages in appropriate action. The security guard would also contact the appropriate Public Safety Coordinator to notify them of the situation. At this time, the security guard or his/her Security Coordinator assume the responsibility as On-Scene Commander until Toronto Police Services, or Toronto Fire Services takes control of the scene of the incident, or the CIRT Director assigns an On-Scene Commander.

10.3 Coordinators and Managers of Public Safety

If the incident escalates to a scale beyond the capabilities of the Public Safety Coordinator, he/she would notify the Manager of Public Safety at their respective campus, who would then notify the Director, Public Safety and Emergency Management, or delegate. The Director will then determine the emergency level and decide whether to activate the CIRT, ERP and EOC.

10.4 Facility Response

If an incident, which relates to facilities, escalates to a scale beyond the capabilities of the Facilities staff, he/she would notify the Director, Facilities Operations who would then contact the Senior Director of Capital Development and Facilities Management, or delegate.

If the incident occurs during non-regular hours (1600-0800) and weekends, Facilities on-call notifies Facilities Admin, who would then escalate to the Director, Facilities Operations and/ or Senior Director, Capital Development and Facilities Management, or delegate, as necessary.

10.5 Information Technology Services Managing Critical Incidents

Refer to the Process Map for Managing ITS Critical Incidents (rev October 21, 2015). ITS Critical Incident is defined as a fault/failing of the managed infrastructure negatively affecting, or has the potential to negatively affect, either a significant number (thousands) of individuals or the business operations of a campus (does not include privacy breaches).

11.0 Emergency Levels and Activation

There is a distinction between responding to an emergency and activating the CIRT.

Anyone at the College who witnesses an incident or an emergency situation emerging can notify SOCC or Campus Security. Campus Security personnel will conduct the initial assessment of the situation following a set of SOPs. If the incident requires assistance from the Department of Public Safety or CIRT, the Director, Public Safety and Emergency Management, or delegate, is responsible for making the decision to activate the CIRT, ERP and Emergency Operations Centre (EOC).

If an incident is anticipated by a member of the Critical Incident Response Team (CIRT) and this member determines that activation of the team will be necessary, he/ she may activate the team by contacting the Director of Public Safety and Emergency Management, or delegate, (CIRT Director).

This section outlines response following the activation of the CIRT, ERP and/or EOC. For CIRT Section checklists, please refer to the attached appendices.

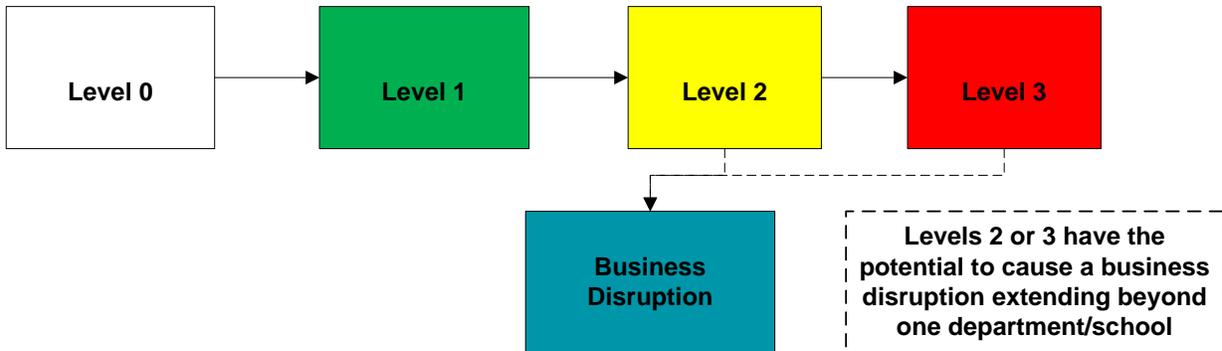
Prior to deciding whether to activate the CIRT and other response components, the Director, Public Safety and Emergency Management, or delegate, must determine the emergency level based on established metrics and determine whether activation of the Critical Incident Response Team (CIRT) is required.

The EOC, with support from the full CIRT or partial CIRT, will be activated at the discretion of the CIRT Director.

Following are the definitions and criteria required to inform that decision. Full details are located in Appendix 8 of the restricted appendices.

Defining the Progression of Incident Levels

The College's standards for defining an incident level or business disruption and mobilizing an effective response, are derived from the EM & BC Program.



11.1 Incident

An incident is a distinct event or occurrence that may lead to more serious consequences.

There are a wide variety of incidents which can adversely affect the College. These are typically responded to by the incident responders and can be grouped into six impact categories. The below list identifies the possible incident categories that would be typically responded to by the Critical Incident Response Team (CIRT). The categories that are identified as being responded to by the Senior Response Team (SRT), are typically highly confidential. The SRT, at its discretion would bring the CIRT Team in as required, in whole or in part.

Further details with respect to Notification and Response Procedures, are located in Appendix 8 of the restricted appendices.

Examples of impact categories include but are not limited to:

Physical Assets (CIRT)

- Natural disaster
- Bomb threats
- Terrorist activity
- Infrastructure failure
- Power Failure
- Lab Explosion

Health & Safety (CIRT)

- Illness, injury, death to any member of the College Community on campus and to College Community associated with Humber while off campus
- Active Armed Intruder

Operations (CIRT)

- Partial or full campus(s) closure
- ITS critical incident
- Loss of a key leader

Regulatory Compliance (SRT)

- Major breach in regulatory or legislative requirements

Brand and Reputation (SRT)

- Executive misconduct
- Disgruntled student going to media

Financial (SRT)

- Major fraud
- Theft
- Violation of financial or regulatory conditions

11.2 Emergency Level Guidelines

The tables provided in Appendix 8 of the restricted appendices provide guidelines for the CIRT Director to determine the Emergency Level of an incident.

11.3 Incident/Notification Levels

The tables located in Appendix 9 of the restricted appendices identify Incident Levels and details the notification process.

11.4 CIRT Activation and Assembly

Following the identification of the emergency level and the determination of the need to activate the EOC, the Director, Public Safety and Emergency Management, or delegate, will activate the CIRT. The Director, Public Safety and Emergency Management, or delegate, will notify the Manager, Business Continuity & Emergency Management (acting as Emergency Manager/Liaison Officer), who will contact the primary members of CIRT and inform them of the emergency. All CIRT members will be initially activated.

The CIRT will assemble at the designated conference bridge or EOC. Once the initial briefing has been conducted, the CIRT Director may release some members after the initial briefing, if the CIRT Director deems it necessary. CIRT SMEs will be notified and may be activated based on required subject matter expertise in order to optimize response.

The CIRT will follow the guidance provided in this ERP and or the corporate Business Continuity Plan.

Ongoing briefings will be communicated as appropriate to CIRT members that were released by the CIRT Director, as they may need to be called back.

If the CIRT team is fully activated, all members (primary, alternates and SMEs) will receive ongoing updates. Please refer to section 13 for an outline of communication channels.

11.5 Notification of the Director, Communications

The CIRT Director after notifying the Manager, Business Continuity & Emergency Management (Emergency Manager) will then notify the Director of Communications (a member of the CIRT Team), who will act to execute the Emergency Response Communications Plan (ERCP) in accordance to the requirements of the emergency, critical incident or business disruption.

12.0 EOC Activation

The EOC is the location selected by the Director, Public Safety and Emergency Management, or delegate, (or designate) to provide a meeting place for the development and management of the response and recovery process related to the emergency, critical incident or business disruption. The Director, Public Safety and Emergency Management, or delegate, reserves the right to access to any space within the campus or property. The EOC will be utilized when the CIRT is partially or fully activated, and it is safe to be on site. If the incident occurs during non-regular hours (1600 – 0800) or weekends, a virtual EOC will be activated utilizing a conference bridge.

Information regarding EOC activation is located in Appendix 10 of the restricted appendices.

12.1 Designation of On-Scene Commander

Following the activation of CIRT, the Director, Public Safety and Emergency Management, or delegate, assumes the role of the CIRT Director and assigns an On-Scene Commander

The On-Scene Commander will remain at the scene of the incident, managing the response at the scene and represent the College within the larger response that may be led by external first responders (i.e. Toronto Fire Services or Toronto Police Services). **Note:** The Incident Manager, once appointed, may assign a new On-Scene Commander based on need of response.

The CIRT Director reserves the option to self-designate for this role.

In the event of multiple emergencies, the CIRT Director will act as the Coordinator of numerous On-Scene Commanders and or Incident Managers.

12.2 Designation of Incident Manager

Following the activation of CIRT, the Director, Public Safety and Emergency Management, or delegate, assumes the role of the CIRT Director and assigns an Incident Manager.

The Incident Manager can be any member of CIRT and is chosen based on the nature of the incident and the relevant expertise that they can provide. The Incident Manager is responsible for leading the operational response for the incident.

The CIRT Director reserves the option to self-designate for this role.

In the event of multiple emergencies, the CIRT Director will act as the Coordinator of numerous On-Scene Commanders and or Incident Managers.

12.3 Notification of the Senior Response Team (SRT)

The CIRT Director will notify the VP Administration and CFO and provide a briefing about the emergency, critical incident or business disruption.

The CIRT Director will also notify the SVP Academic if there are expected class cancellations.

The VP Administration and CFO will determine whether to notify and activate the SRT.

The CIRT Director will conduct ongoing monitoring of the situation and provide guidance to the Incident Manager. Ongoing communication between the CIRT Director and the VP Administration and CFO (and SRT, if activated) will occur at schedule times based on the response cycle during the duration of the response.

The CIRT Director shall also advise the Incident Manager on the appropriate procedures to utilize for an effective response (i.e. Gas Leak or Severe Weather). Along with the SRT they will identify the response objectives and priorities. It is then the Incident Manager's responsibility to

coordinate the execution of these procedures, alongside the rest of CIRT, and the On-Scene Commander.

The SRT would assess whether a critical incident or business disruption should be declared and whether this necessitates activation the corporate BCP. The decision would be based on the recommendations provided by the CIRT Director.

The VP Administration and CFO shall notify the remaining members of the SRT about the incident. The SRT will utilize the *SRT Checklist*, as appropriate.

13.0 Communication

A member of the SRT may be appointed to be the authorized spokesperson for the College to the media and the public, which would be determined based on the type of emergency, critical incident or business disruption, and the response being provided.

All information will be gathered, coordinated and disseminated via the Communications Officer on the CIRT to the Marketing and Communications department as per the Emergency Response Communications Plan (ERCP).

In the event that regular telecommunications on campus are not available, Marketing and Communications will establish a media relations area at a designated location. Information will be available there for the news media and, where possible College Community. Official information will be made available as quickly as possible to the CIRT Communications Officer.

During a critical incident, the Marketing and Communications department will work with CIRT Communications Officer to gather accurate and substantial information regarding the situation and details regarding The College's response.

If an incident prevents part or all members of the Marketing and Communications department and or the CIRT from attending the campus to manage a critical incident, the CIRT Communications Officer (or designate) will coordinate a conference call with the department.

13.1 Mass Notification Procedures

Every effort will be made to notify the College's community of emergencies on campus. Utilizing the Humber Alert one or all of the following methods will accomplish this (Procedures are found in the ERCP, which is an appendix to this plan).

13.2 Internally-Controlled Communication

- The public address system is the primary means of notification
- Mass notification to emergency responders through the Department of Public Safety and Emergency Management (Humber Alert)
- The College's and Public Safety's web site

13.3 Humber Alert includes:

- Personal Devices (Phone, email, text)
- Desktop notifications
- Desktop Phone
- Digital Signage
- Electronic Classrooms

13.4 Externally-Controlled Communication

- Local radio stations
- TV stations
- Newspaper web sites

The CIRT Director will authorize the use of the above when it is necessary to transmit brief urgent messages to large segments of the College's community.

Information and Technology Services (ITS) maintains Unified Communications and will be responsible to receive and/or relay messages, as required. (Refer to *SOP for Humber Alert Operations*).

Each Faculty, Division or department is responsible for ensuring that individuals under its supervision are aware of the means for receiving emergency messages and how the messages are to be transmitted to other offices under its jurisdiction.

The College may also employ other methods of notifying those within the campus, which might include telephone calling lists, public announcements, fire alarm, cell phones, two-way radios, security guards, the ERT, as well as other designated the College staff/faculty.

13.5 Social Media

During regular operations social media monitored daily through the Communications department. The Communications Officer may add resources at the time of the emergency and critical incident, to effectively monitor, manage, respond to and communicate via social media. All College related communications during an emergency, critical incident or business disruption will be coordinated through the Communications Officer. Please see the ERCP.

14.0 Responses/Types

Full Response Cycle information for the Department of Public Safety are located in Appendix 11 of the restricted appendices.

14.1 Shelter in Place

During an emergency, critical incident or business disruption, it may be necessary to house the College Community indoors for a period of time. The nature and duration of the shelter-in-place will be determined by the emergency and by external emergency responders. The CIRT Director is responsible for assessing the incident and determining whether to enforce a shelter-in-place in accordance to the guidelines below.

Shelter-in-place/housing is an effective means of protecting the community when:

- There is not enough time or warning to safely evacuate everyone who is at risk
- The public would be at a higher risk because of the evacuation
- The emergency is of a short duration

Examples could include the following:

- Suspected chemical, biological or radiological incident
- Inclement weather
- Police action (hostage/shooting) in the community
- Major traffic/aircraft incident
- Hazardous materials incident

14.2 Active Armed Intruder

If the incident involves an active armed intruder (i.e. an active shooter) the Emergency Response Procedures (SOP) will be executed. TPS will assume responsibility and command.

15.0 Acronyms

The following table details a list of acronyms that are utilized by the College when dealing with the Emergency Response and Business Continuity Program.

Acronym	
BC	Business Continuity
BCP	Business Continuity Plan
BIA	Business Impact Analysis
CBRNE	Chemical Biological Radiological Nuclear Explosive event
CCTV	Closed Circuit Television
CFO	Chief Financial Officer
CIRT	Critical Incident Response Team
DPS	Department of Public Safety
DRP	Disaster Recovery Plan (Recovery of ITS Data Centre)
ECO	Emergency Control Organization
EM	Emergency Management
EMS	Emergency Medical Services
EOC	Emergency Operation Centre
ERCP	Emergency Response Communication Plan
ERP	Emergency Response Plan
ERT	Emergency Response Team
HIRA	Hazard Identification Risk Assessment
IMS	Incident Management System
IRM	Integrated Risk Management
IRT	Incident Response Team
MAD	Maximum Allowable Downtime
MTCU	Ministry of Training, Colleges and Universities

Acronym	
MTPD	Maximum Tolerance Period of Distribution
OPI	Office of Primary Interest
RA	Risk Assessment
RPO	Recovery Point Objectives
RTO	Recovery Time Objectives
SRT	Senior Response Team
SME	Subject Matter Expert
SOCC	Security Operations Control Centre
SOP	Standard Operation Procedures
TFS	Toronto Fire Services
TPS	Toronto Police Services

16.0 Glossary of Terms

In order to ensure common terminology, the definitions articulated in CSA Z1600-14 are primarily used and have been integrated with the existing Public Safety glossary. It is important to note that while exact wording may differ slightly in other standards and best practice, the intent and overall meaning is the same.

Active Attacker – is a situation where armed individual(s) is/are committing a serious criminal act that requires immediate attention.

Base Procedures – relate to initial response procedures by security guards.

Business Continuity Plan – Documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident to enable an organization to continue to deliver its critical activities at an acceptable pre-defined level. These plans are commonly referred to as Business Continuity Plans or BCPs.

Business Impact Analysis (BIA) – A BIA is a structured review of the College's processes with the aim of determining which are time-critical and need to be recovered first following a business disruption.

Business Disruption – emergency, critical incident or business disruption which had escalated to a level that impacts the College's ability to continue operations and deliver services. This would necessitate activation of the corporate Business Continuity Plan.

Chemical, Biological, Radioactive, Nuclear and Explosive - weaponized or non-weaponized Chemical, Biological, Radiological, Nuclear and Explosive materials that can cause great harm and pose significant threats.

Closed Circuit Television (CCTV) – CCTV cameras are located internally/externally throughout Humber and used for the purpose of conducting security patrols, and to retrieve information that may assist in the investigation of a security occurrence.

College Community – is comprised of the Colleges faculty, staff, students, contractors, vendors and visitors.

Continuity Management – An integrated process involving the development and implementation of activities that provides for the continuation and/or recovery of critical service delivery and business operations in the event of a disruption.

Crime Area Management – is the protection of the area adjoining the immediate area of the critical incident.

Crime Scene Management – is the protection of the immediate area of the critical incident to properly preserve material associated with the critical incident.

Crisis Management – The ability of an organization to manage incidents that have the potential to cause significant security, financial, or reputational impacts.

Critical Incident – an incident/emergency which has escalated to a state that has the potential to substantially threaten students, faculty and staff; assets of financial viability of the College, or

threaten the College's reputation with students, employees, stakeholders, partners and/or the general public.

Critical Incident Response Team (CIRT) – The membership of CIRT is comprised of selected division/department heads and appointed by the Vice President Administration and CFO. Their role is to provide advice to the Incident Manager.

DRP – The ITS Disaster Recovery Plan defines the resources, actions, tasks and data required to identify, and manage the recovery of ITS services and capabilities after an outage of hardware, software and/or ITS data centre.

Emergency – An incident has precipitated from a hazardous situation caused by such incidents as utility failures, floods, breakdown of building systems, fire, threats of violence, bomb threats and other situations that threaten the safety and/or security of individuals, the environment and/or College facilities.)

Emergency Management – An ongoing process to prevent, mitigate, prepare for, respond to, and recover from an incident.

Emergency Mass Notification System – notification system used to communicate to the college community via call out, text and email. Can also include desktop phones, desktop computers and some digital signage.

Emergency Operation Centre (EOC) – is the identified area where CIRT gather to review the circumstances of the critical incident and to plan protective measures. An EOC is a central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management or disaster management functions at a strategic level during an emergency.

Emergency Response Communication Plan (ERCP) – The Emergency Response Communications Plan is designed to reduce the potential reputational damage caused by an emergency, critical incident or business disruption.

Emergency Response Team (ERT) – volunteer employees of the College who assist in managing emergencies or critical incidents.

Emergency Services – refers to external emergency responders (police, fire, paramedics).

Emergency Response Plan (ERP) – is the College's document that outlines the process the College will follow in the event of a critical incident.

Externally Controlled Communications – announcements to the local media to broadcast information regarding the critical incident, and a means of communicating with the public in general.

Full Evacuation – the evacuation of the entire campus, excluding the College's required emergency personnel (security, CIRT, SRT) and external emergency responders (police, fire, EMS).

Hazardous Identification Risk Assessment (HIRA) – a risk assessment tool that can be used to assess which hazards pose the greatest risk in terms of how likely they are to occur and how great their potential impact may be.

Hazardous Materials Incident – a spill or release of chemicals, radioactive or biological materials inside a building or to the environment.

Humber College Institute of Technology and Advanced Learning and the University of Guelph – Humber will be referred to in this document as “Humber” or “the College”.

Incident – A situation that might be or could lead to, a disruption, loss, emergency or crisis.

Incident Management System (IMS) – A system that defines the roles and responsibilities of personnel and the operating procedures to be used in the management of incidents.

Incident Manager – a college leader that is appointed by the Director of Public Safety and Emergency Management/CIRT Director based on their expertise in relation to the incident type to manage all aspects of an incident or emergency.

Infrastructure – A system of facilities, equipment, and services needed for the operation of an organization.

Integrated Risk Management (IRM) – is a strategic business discipline that supports the achievement of an organization's objectives by addressing the full spectrum of its risks and managing the combined impact of those risks as an integrated risk portfolio.

Incident Response Team (IRT) – is responsible for on-scene response, while cooperating with external first responders.

Internally Controlled Communications – are devices and/or systems utilized by the College to communicate with staff, faculty and students.

Lockdown – a lockdown is a temporary sheltering technique that restricts movement on campus during a situation that is potentially violent and could endanger the lives of students, staff, faculty or visitors.

Maximum Allowable Outage (MAO) – The amount of time during which no part of the process is being performed and the impact of doing nothing is considered acceptable.

Maximum tolerable period of disruption (MTPD) – The duration after which an organization's viability will be irrevocably threatened if product and service delivery cannot be resumed.

Ministry of Training, Colleges and Universities (MTCU) – Ministry of the government of Ontario responsible for administration of laws relating to post-secondary education and skills training.

Mitigation – The actions taken to reduce the risks and impacts posed by incidents.

Mutual aid/mutual assistance agreement – A pre-arranged agreement developed between two or more organizations to render assistance to the parties of the agreement. Note: The term “mutual aid/mutual assistance agreement” includes cooperative agreements, partnership

agreements, memoranda of understanding, intergovernmental compacts, and other terms commonly used to describe the sharing of resources.

On-Scene Commander – refers to the first security personnel arriving on the scene who is providing initial information. This role can be designated to the security supervisor or department head/lead as designated by the Director of Public Safety and Emergency Management/CIRT Director and must be trained in IMS.

Office of Primary Interest (OPI) – the office most involved in the activity under consideration.

Partial Evacuation – at the discretion of the Incident Manager, and/or, external emergency services, the College may only evacuate a portion of the campus, isolating the area of the critical incident.

Preparedness – The measures taken in advance of an incident to ensure an effective response and recovery.

Prevention – The measures taken to avoid an incident or stop it from occurring.

Psychological Crisis – a psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic breakdown.

Public Address (PA) System – a means to address the entire campus community during a fire alarm or a critical incident as defined in the ERP.

Public View Procedures – are procedures available for reviewing by the public via the Public Safety web site, which advise occupants of ERP and suggested procedures.

Risk Assessment (RA) – Risk assessments help to prioritize risks and hazards that the College is exposed to, assists with determining prevention and mitigation measures, and informs the development of programs, plans and procedures.

Recovery Point Objective (RPO) – The point to which the information used by an activity must be restored to enable the activity to operate on resumption.

Recovery Time Objective (RTO) – The time goal set for the restoration and recovery of functions or resources based on the acceptable down time in case of a disruption of operations.

Response – The actions taken during, immediately before, or after an incident to manage its consequences.

Resilience – The adaptive capacity of an organization in a complex and changing environment.

Restricted View Procedures – are procedures only available to senior administration and security personnel during a critical incident.

Risk Assessment – The overall process of risk identification, risk analysis, and risk evaluation.

Security Operations Control Centre Guard – is an existing security guard who receives and coordinates communications pertaining to an incident or emergency response.

Security Supervisor, Security First Responders and Back-Up Guards – are existing security guards who would respond to an emergency, critical incident or business disruption.

Senior Response Team (SRT) – is the corporate organization created by the President & CEO, or designate, to manage and control critical incidents on campus.

Situational Analysis – The process of evaluating the severity and consequences of an incident.

Situational Awareness – The continual process of collecting, analyzing, and disseminating intelligence, information, and knowledge to allow organizations and individuals to anticipate requirements and to prepare appropriately.

Shelter-In-Place – during an emergency, critical incident or business disruption, the College may house staff, students or visitors indoors for a period of time.

Subject Matter Expert (SME) – the person who is an authority in a particular area or topic.

Security Operation Control Centre (SOCC) (formerly Dispatch) – centralized unit that deals with security issues on an organizational level.

Standard Operation Procedures (SOP) – set of step-by-step instructions created by a business to help workers carry out routine operations.

Utility Failure – is where electricity, water and/or gas service from within or outside the campus is interrupted for a prolonged period of time.

Victim/Witness Management – refers to the means of protecting the witness(s)/victim(s) and gathering information pertaining to the occurrence.

Weapon – a weapon is any firearm (loaded or unloaded), a knife or any device designed as a weapon capable of causing death or bodily harm, or any other device or instrument which, in the manner it is used or intended to be used, is calculated or likely to produce death or bodily harm.

17.0 List of Appendices

1. Team Structure
2. Team Flow
3. CIRT Structure
4. CIRT Subject Matter Experts (SMEs) Roles and Responsibilities
5. SRT Members
6. Primary Authorities at the College
7. Response and Activation
8. Emergency Level Guidelines
9. Incident Level Notification
10. EOC Activation
11. Response Cyc