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# Emergency Management Plan

July 2016

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UNIVERSITY  
of GUELPH

CHANGING LIVES  
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## Introduction

### PART 1:

An “Emergency” is defined as situations or the threat of an impending situation, which abnormally affect the lives, health, safety, property or reputation of the University Community or which may be expected to adversely impact the operations or normal activities of the University.

In order to protect students, staff, faculty and visitors, the University of Guelph requires a coordinated emergency response by a number of departments under the direction of the Campus Control Group (CCG). These are arrangements and procedures that are distinct from the normal, day to day operations carried out by campus emergency services.

Every department and designated official must be prepared to carry out assigned responsibilities in an emergency. The Emergency Management Plan has been prepared to provide key officials and departments of the University of Guelph with important emergency response information related to:

- Roles and responsibilities during an emergency, and
- Arrangements, services and equipment.

In addition, it is important that students, staff, faculty and visitors be aware of its provisions. Copies of the University of Guelph Emergency Management Plan may be viewed at [www.uoguelph.ca/police](http://www.uoguelph.ca/police). For more information, please contact:

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## Purpose

### PART 2:

The purpose of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare and property of the students, staff, faculty and visitors of the University of Guelph when faced with an emergency.

It outlines a controlled and coordinated response to emergencies at the University of Guelph, and is consistent with the legislated requirements of the Emergency Management and Civil Protection Act of Ontario.

The major components of the University Emergency Management Plan include:

- ◆ The Campus Control Group (CCG), responsible for overall decision making and response planning;
- ◆ The Support & Advisory Team (S&A Team), responsible for advising and implementing the decisions of the Campus Control Group, and;
- ◆ The Emergency Operations Centre (EOC), a focal point for planning and coordinating response activities and direction.

The University Emergency Management Plan is the overarching plan which provides the framework for the future development and implementation of subordinate departmental plans. Each Academic/Administrative Unit and all operational departments should complete a risk assessment to ensure that appropriate emergency procedures are in place. The Dean or Department Head should consider the following:

- Take all necessary precautions to protect people, critical research, animals, irreplaceable computer records, archives, valuable materials and equipment within their areas;
- Maintain appropriate emergency contact list for all personnel;
- Contingency plans are required for essential business functions;
- During the emergency, be prepared to provide critical information to the Incident Commander or Campus Control Group as needed.

As each departmental emergency plan is developed, it will be submitted to the Director, Campus Community Police for review before being incorporated as part of the University emergency management procedures.

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While the University Emergency Management Plan has been developed for use by and for the University, it is available as an adjunct emergency resource to the City of Guelph and the neighbouring municipalities on a reciprocal basis. The University Emergency Management Plan will operate in support of any municipal emergency plan when both plans are simultaneously in effect.

## Objectives

### PART 3:

In any emergency situation, The University of Guelph's overriding objectives will be to:

- Protect life safety of humans and animals.
- Safeguard research, critical records, valuable and irreplaceable materials
- Secure our critical infrastructure and facilities
- Maintain the teaching and research programs.

General emergency management priorities follow, ranked in descending priority. These priorities may be influenced by factors such as day, week, semester or location:

- Facilities and infrastructure that sustain the emergency response (i.e., emergency systems, utilities, communication services, computer installations, transportation systems).
- Buildings critical to health and safety – medical facilities, emergency shelters, food supplies, sites containing potential hazards.
- Buildings used by dependent populations – residences, occupied classrooms, labs and offices, the Ontario Veterinary College, McLaughlin Library and special event venues.
- Facilities containing research, animals and other critical materials.
- Classroom and administrative buildings.

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## Authority

### **PART 4:**

The Emergency Management and Civil Protection Act (EMCPA) R.S.O. 1990, c. E-9 is the legal authority for emergency response planning in Ontario. The Mayor of the City of Guelph may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.

The City of Guelph has its own emergency response plan and a Community Emergency Management Coordinator (CEMC). A copy of the plan and contact information for the CEMC is maintained in the office of the Director of Campus Community Police, Emergency Management and Fire Safety and with the Duty Sergeant, Guelph Police Service. A copy of the University of Guelph Emergency Management Plan is provided to the City of Guelph CEMC, Guelph Police Services and Guelph Fire Department.

The Emergency Management Plan is issued under the authority and signature of the President. It is, in all respects, a University policy document.

## Emergency Notification Procedures

### **PART 5:**

#### **Incident Command System (ICS)**

ICS is a systematic approach for establishing a command and control system at the site of an emergency incident. The arriving emergency responders, Campus Community Police, Emergency Management and Fire Safety, establish Incident Command. As other emergency responders arrive, the first and/or most qualified/appropriate person (depending on the nature of the emergency) will assume Incident Command. The Incident Commander is authorized by the President to coordinate the University of Guelph's resources in response to an emergency incident.

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He/she directs and coordinates all University of Guelph staff and resources during a response to an emergency incident. Incident Command ensures proper liaison with outside agencies (Guelph Police, Guelph Fire, Guelph-Wellington EMS, Ministries of Environment or Labour, etc.). The University of Guelph's Incident Commander will retain control of the emergency scene, once released by external agencies to conduct an appropriate investigation. The emergency scene or portions thereof will only be released by the Incident Commander when the area released has been investigated and is deemed safe to release to designated individuals. Public use areas will only be released once the area is deemed safe or appropriate safety measures have been employed to the satisfaction of the Incident Commander.

### **When Does the Emergency Management Plan Implementation Occur?**

The CCG is assembled and the Emergency Management Plan is utilized when it is apparent to Incident Command that an event or events will have a major impact on the University of Guelph or when considerable outside assistance is required to deal with an emergency incident.

Generally, this will occur when there is:

**Advance Warning** - there is an opportunity for the Incident Command to assess the potential impact and do some initial planning of the University's response (i.e., health emergency, blizzard, ice storm, river flood, etc.)

**Sudden Impact** - an unexpected situation that impacts the university immediately and Incident Command is required (i.e., fire, explosion, aircraft crash, hazardous materials spill, etc.) It is always possible that a normal emergency will escalate beyond the university's response capabilities, triggering the Incident Commander to assemble the CCG.

The President or any member of the CCG can also request that the Group convene to consider a possible, pending or actual emergency situation affecting the University. Notification will be done by the CCP Dispatcher.

### **Notifying the Campus Control Group**

Once the decision to assemble the CCG is made, the Campus Community Police (CCP) dispatcher may initiate the notification procedure and place CCG members on standby or direct the members to assemble at the EOC. The CCP dispatcher will provide the members with a brief description of the situation. Members should confirm their estimated time of arrival. If primary contacts cannot be reached, the designated alternate shall be contacted.

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The University of Guelph Campus Community Police must record the date and time CCG members were contacted. The contact phone numbers and addresses of the CCG members (and their designates) are maintained at the CCP Dispatch.

### **Emergency Operations Centre (EOC)**

The University of Guelph will maintain a primary and secondary EOC. The EOC is activated when, in the opinion of the Incident Commander, an emergency has or will have a major impact on the University or requires additional resources beyond those immediately available.

The EOC serves as a coordination point for activities that are taking place across campus. The EOC is the location where members of the CCG gather to support Incident Command activities and needs, share information, provide advice and input for major decisions, and implement the desired course of action in a coordinated and effective way.

Members of the CCG and other senior executive should not attend the emergency scene. Attendance has the potential to disrupt the Incident Command structure, which could cause unnecessary confusion. As the President's representative, the Vice President, Finance and Administration may arrange with Incident Command to attend the emergency incident location(s), when appropriate. The Vice President works with the Incident Commander to arrange for site visits for members of the CCG and other senior managers.

#### ***a) Request for Assistance***

Assistance may be requested through the CCP Dispatch for emergency services from the City of Guelph. It is the responsibility of the Director, Campus Community Police or designate to notify the Duty Supervisor, Guelph Police Service (GPS) of any emergency on campus. From the information received, it will be the responsibility of the Duty Supervisor, GPS to ensure that a member of the City of Guelph Emergency Operations Control Group (EOCG) or alternate is notified. If requested by the EOCG member or alternate, the Duty Supervisor, GPS will activate the emergency notification procedures of the City of Guelph Emergency Response Plan.

#### ***b) A Declared Campus Emergency***

The President or designate is responsible for declaring an emergency on campus. This decision is usually made in consultation with the Chair of the CCG. Only the President or designate may terminate a declared campus emergency.

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The President may attend meetings, particularly when the situation is likely to have a serious impact on the campus as a whole. In addition, the President will be consulted regularly on progress, and be involved in major decision making.

*c) President's Responsibility*

- Liaise with Chair of CCG and attend meetings, as required;
- Ensure the Chair, Board of Governors is advised at regular intervals as required;
- Engage in strategic decisions and communications;

## The Emergency Campus Control Group

### PART 6:

*a) Campus Control Group (CCG)*

The emergency response will be directed and controlled by the Campus Control Group (CCG) – a group of senior administrators responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the campus. The CCG consists of the following:

- Vice-President Finance and Administration and Chair of CCG, or alternate
- Vice-President (Research), or alternate
- Vice-President (External), or alternate
- Provost and Vice-President Academic, or alternate
- Associate Vice President Student Affairs, or alternate
- Associate Vice President Physical Resources, or alternate
- Chief Information Officer, or alternate
- Director of Campus Community Police, Emergency Management and Fire Safety, or alternate
- Associate Vice-President Human Resources, or alternate

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- Associate Vice-President Financial Services, or alternate
  - Assistant Vice President of Communications and Public Affairs or alternate
  - Director of Environmental Health and Wellness, or alternate
  - Additional personnel called or added to the CCG may include:
    - Community Emergency Management Coordinator – City of Guelph
    - Guelph City Police Representative
    - Guelph Fire Department Representative
    - Liaison staff from provincial ministries

The CCG will add members with responsibilities and expertise that are appropriate to the situation.

Members of the CCG must:

- Be familiar with, and follow the procedures outlined in the Emergency Management Plan.
- Notify your support staff person of your relocation to the EOC. As emergency circumstances permit, instruct this person to remain at his/her workstation until further notice to ensure continuing and direct communications.
- You are responsible for notifying your designated alternate and initiating a fan out notification as required. Circumstances may require your alternate to attend to take over your day to day responsibilities.
- Your alternate should be prepared to relieve you, should the event continue over an extended period of time.
- Bring your departmental emergency kit (contact list, emergency plan, business continuity plan or other related information) to the EOC.
- Bring any personal necessities (keys, overcoat, medication, laptop, cell phone, chargers, etc.)

#### ***b) Operating Cycle***

During an emergency, members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Chair will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Chair's Executive Assistant will maintain status board and maps and which will be prominently displayed and kept up to date.

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*c) Campus Control Group Responsibilities*

The members of the Campus Control Group (CCG) are responsible for the following actions or decisions:

- Ensure that the University Emergency Management Plan is current;
- Confirm that an emergency exists within the University jurisdiction and declare that the CCG is assuming responsibility for the coordinated response;
- Ensure that actions taken to mitigate the emergency are not contrary to law;
- Ensure that all resources of the University are available in an emergency response;
- Coordinate all emergency response activities of the University;
- Determine if the location of EOC and composition of the CCG are appropriate;
- Discontinue any service or utility where such service constitutes a hazard to emergency response operations or public safety;
- Collect and disseminate accurate and timely information to the public, the University Community and local authorities;
- Authorize and coordinate the evacuation of part, or all, of the University;
- Notify, request assistance from and/or liaison with various levels of government and any university or public agencies, as considered necessary;
- Confirm that the crisis, within the University jurisdiction is over and note that the CCG is relinquishing its responsibility;
- Notify and liaise with the City of Guelph during an emergency;
- Assisting the City of Guelph, if requested, during any community emergency;
- Maintaining a record of all actions taken and decisions made by the CCG during the emergency; and
- Participate in the debriefing following the emergency;
- Provide the President of the University with a written Post Emergency Report.

*d) Campus Control Group Key Activities:*

Upon arrival at the EOC, CCG members should:

- The Chair is to obtain updates from Incident Command
- Organize immediate support or resources as required by Incident Commander and/or

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Administration.

- Consider whether other resources and/or staff should be requested to attend the EOC
- If deemed prudent request representatives from the City of Guelph emergency services and other external agencies to attend the EOC
- Formulate plans and initiate action in coordination with the Incident Commander
- Announce to the university community and the public that the University of Guelph is dealing with an emergency situation
- Communicate with the City of Guelph if necessary
- Keep university community and the public informed

e) *The individual responsibilities of the Campus Control Group:*

**1. Vice-President Finance and Administration / Chair**

- Activate the VP Finance and Administration Emergency Notification System.
- Chair meetings of the Campus Control Group;
- Keep the University President informed regarding the emergency situation and the University response;
- Authorize reduction in routine services to the degree necessary to support emergency operations.
- Ensure provisions are in place for extraordinary financial expenditures required by an emergency at the University;
- Determine CCG consensus for the record;
- Confirm the primary University spokesperson for the emergency;
- Monitor University Public Relations activities and approve all media releases;
- Coordinate the operational activities and administration of the Emergency Operations Centre including the primary log and written CCG meeting minutes;
- Maintain a written log of all decision, actions and communications; and
- Provide the University President with a written Post Emergency Report.
- Ensure Emergency Management Plan is current.

**2. Vice-President (Research)**

- Establish and maintain records with regards to the emergency incident, with priority on current research activities affected or that may be affected due to the emergency;

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- Advise the CCG on the impact on the research functions at the University during the emergency.

### **3. Vice-President (External)**

- Liaise with appropriate government officials during the emergency;
- Advise the CCG on government issues and assist with media requirements

### **4. Provost and Vice President (Academic)**

- Act as Chair of the CCG in the absence of the Chair;
- Activate the Provost and VP Academic Emergency Notification System, as required;
- Coordinate the activities and input of faculty members involved in the emergency;
- Arrange alternative academic offerings as appropriate;
- Act as primary liaison between the CCG and the Colleges of the University; and
- Maintain a written log of all decisions, actions and communications.

### **5. Associate Vice President Student Affairs**

- Activate the Student Affairs Department internal Emergency Notification System;
- Act as Chair of CCG in the absence of the Chair and Provost;
- Maintain the University Evacuation Plan, (Standard Operating Procedure No: 013-89-3.1);
- Coordinate the emergency response of all areas within the Student Affairs Department;
- Maintain liaison with Student Health Services and any receiving hospitals and/or the Wellington-Dufferin-Guelph Public Health Unit;
- Develop and identify evacuation sites;
- With the Assistant Vice-President Physical Resources coordinate on campus student evacuation activities when an evacuation is directed by the CCG;
- With the Assistant Vice-President Human Resources ensure the well-being of staff, students and faculty who have been displaced from their buildings by arranging any required emergency lodging, clothing, food, and other essential services; and
- Maintain a written log of all Student Affairs decisions, actions and communications

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## **6. Associate Vice President Physical Resources**

- Activate the Physical Resources internal Emergency Notification System;
- Advise the CCG regarding engineering and utility resources of the University;
- Provide the CCG with all required campus maps, architectural drawings, diagrams, blueprints and other information regarding university building structures, heating, electrical wiring and cooling systems;
- Provide liaison between municipal and contracted transportation services and CCG;
- Providing Physical Resource's vehicles and equipment as required by any other emergency services;
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the university;
- Provide liaison between municipal Operations and Environmental Services agencies and the CCG;
- Discontinue any utility service to any building, as required, and restore these services when appropriate; and
- Maintain a written log of decisions, actions and communications.

## **7. Chief Information Officer**

- Activate the Computing and Communications Services Department internal Emergency Notification System;
- Initiate the opening, operation and staffing of the Switchboard Operations at the university, as the situation dictates, and ensure operators are informed of CCG members' telephone numbers in the EOC;
- Advise the CCG regarding location, relocation, installation and termination of telephone and associated services;
- Maintain and monitor the University e-mail directory; initiate or terminate University e-mail accounts as directed by the CCG;
- Maintain an inventory of all critical University telecommunication and computing equipment;
- Maintain a current directory of all University telephone numbers, fax numbers, extensions, email addresses and outside lines including physical location;

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- Ensure the security of all University computer networks;
  - Maintain a written record of all decisions, actions and communications.

#### **8. Director of Campus Community Police, Emergency Management and Fire Safety**

- Activate the emergency notification procedure, and ensure all members of the CCG are notified;
- Notify necessary emergency and community services, as required;
- Establish a site command post and an Incident Commander with communications to the EOC;
- Maintain the University Emergency Notification System, (Annex A to The University Emergency Plan);
- Activate the Campus Community Police, Emergency Management and Fire Safety's Department internal Emergency Notification System;
- Ensure the Emergency Operations Centre (EOC) is unlocked and equipped when the University Emergency Notification system is activated;
- Provide advice and clarification about the implementation details of the Emergency Management Plan;
- Provide facility security, permitting only authorized access to the Emergency Operations Centre;
- Advise the CCG regarding policing and fire issues and procedures;
- Act as liaison between City of Guelph police, fire and ambulance services and the CCG;
- Provide assistance in coordinating crowd and traffic control on University property;
- Provide and coordinate transportation resources for University evacuation or other needs;
- Maintain a written log of decision, actions and communications.

#### **9. Associate Vice President Human Resources**

- Activate the Human Resources Department internal Emergency Notification System;
- Advise the CCG regarding University Human Resources policies and procedures;
- Coordinate, prioritize and process requests for additional human resources;

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- Coordinate offers of, and appeals for, volunteers at the direction of the CCG;
  - Establish a “Volunteer Bureau” to accept, register, assess, and coordinate volunteers;
  - Ensure appropriate University identification is issued to temporary staff and volunteers;
  - Act as liaison with University employee groups; and
  - Maintain a written log of decisions, actions and communications.

#### **10. Associate Vice President Finance and Services**

- Activate the Financial Services internal Emergency Notification System;
- Provide information and advice on financial matters as they relate to the emergency;
- Expedite additional purchases to support CCG emergency response decisions;
- Secure off campus storage facilities if required;
- Coordinate with commercial suppliers and carriers regarding changes to deliveries;
- Act as liaison with designated banks and financial institutions as required;
- Maintain a record of emergency related expenditures;
- Ensure the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Maintain and update a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment;
- Maintain a written log of all decisions, actions and communications.

#### **11. Assistant Vice President of Communications and Public Affairs**

- Activate the Communications and Public Affairs Department internal Emergency Notification System;
- Recommend the appropriate University spokesperson depending on the specific area, magnitude and sensitivity of the emergency;
- Monitor the electronic and print media and provide regular updates to the CCG;
- Prepare news releases and background information for the media;
- Coordinate and conduct news conference; establish a Public Inquiry centre and a Media Centre, as needed;

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- Ensure university community is kept aware of the emergency;
  - In coordination with the Director, Campus Community Police, Fire Prevention and Parking Services organize media tours and site visits, when safe to do so;
  - Maintain a written log of Public Relations decisions, actions and communications.

## **12. Director of Environmental Health, Safety and Wellness**

- Activate the Environmental Health and Safety Department internal Emergency Notification System;
- Assist Incident Commander to identify any hazardous materials in buildings;
- Provide staff at emergency site for assistance, if needed;
- Maintain a written log of all decisions, actions and communications.

## **Support and Advisory (S&A) Team**

### **PART 7:**

#### **a) *Composition***

The University Support and Advisory Team is composed of senior administrative personnel. The purpose of the S&A Team is to provide specific advice and assistance to the CCG and to implement the decisions made by the CCG. The Support and Advisory Team and other technical support personnel will join the CCG on an “as required” basis. They will be alerted through the CCG and not through the Campus Community Police Emergency Notification Procedure.

Members of the S&A Team include, but are not limited to:

- Executive Advisor to the Provost & the Assistant VP (Faculty & Academic Staff Relations)
- Legal Counsel
- Director, Student Housing Services
- Associate Director of Risk and Insurance
- Manager, Occupational Health and Wellness
- Director, Student Wellness Services
- Associate Vice President, Academic

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- Director, Athletics
  - Director, Hospitality Services
  - Other Resources as required

**b) *The individual responsibilities of the S&A Team:***

**1. Legal Counsel**

- Coordinate all legal issues for the CCG including liaison with external legal counsel;
- Maintain a written log of all decisions, actions and communications.

**2. Director, Student Housing Services**

- Activate the Student Housing Services internal Emergency Notification System;
- Supervise the opening and operation of temporary and/or long-term evacuee centres, and ensure they are adequately staffed;
- Maintain a written log of all decisions, actions and communications.

**3. Director, Student Wellness Service**

- Activate the Student Life and Counselling Services internal Emergency Notification System;
- Coordinate response for student counselling needs;
- Assist Occupational Health with counselling support for faculty and staff;
- Maintain a written log of all decisions, actions and communications.

**4. Associate Director of Risk and Insurance**

- Verify the conduct and completion of all regulatory reporting requirements;
- Monitor and coordinate all insurance and claim-related issues throughout the emergency and post-emergency recovery period and
- Maintain an accurate record of all damages reported, claims submitted and insurance decisions, actions and communications.

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## 5. **Manager, Occupational Health and Wellness**

- Activate the Occupational Health internal Emergency Notification System;
- Coordinate with the Director, Student Health Services to provide medical health services;
- Supervise the opening and operation of temporary and/or long-term medical facilities including quarantine sites;
- Maintain a written log of all decisions, actions and communications.

## 6. **Director, Student Health Services**

- Activate the Student Health Services internal Emergency Notification System;
- Act as liaison with Guelph General Hospital, Wellington-Dufferin-Guelph Health Unit and Homewood Health Services;
- Coordinate with the Director, Student Health Services to provide medical health services;
- Supervise the opening and operation of temporary and/or long-term medical facilities including quarantine sites;
- Maintain a written log of all decisions, actions and communications.

## 7. **Associate Vice President, Academic**

- Monitor and coordinate any changes to academic class scheduling;
- Coordinate the activities and input of faculty members involved in the emergency;
- Maintain a written log of all decisions, actions and communications.

## 8. **Director, Athletics**

- Activate the Athletics Department internal Emergency Notification System;
- Ensure all athletic facilities are available for an evacuation centre, if directed by the CCG;
- Advise the CCG regarding the most efficient use of athletic facilities during an emergency;
- Maintain a written log of all decisions, actions and communications.

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## 9. Director Hospitality Services

- Activate the Hospitality Services internal Emergency Notification System;
- Advise the CCG regarding Hospitality Services capabilities;
- Maintain sufficient inventory to feed students in residence during the academic year for a minimum of 72 hours;
- Maintain a written log of decisions, actions and communications.

### c) *Designated Administrative Staff*

Designated Administrative Staff are responsible for maintaining the EOC during an emergency, operating the telephones, radios, faxes, computers and relaying information to and from key personnel outside the EOC.

- Executive Assistant, VP Finance and Administration
- Executive Assistant, VP Academic and Provost
- Executive Assistant, AVP Student Affairs

## Plan Maintenance, Review and Testing

### PART 8:

#### a) *Plan Maintenance*

The Director, Campus Community Police, Emergency Management and Fire Safety is responsible for maintaining and distributing the Emergency Management Plan.

#### b) *Annual Review*

An annual review of the Emergency Management Plan will be coordinated by the Director, Campus Police, Emergency Management and Fire Safety, and conducted prior to the end of June each year. Proposed changes will be submitted in writing, at least thirty (30) days before a meeting of the CCG. The CCG will review the proposals. Revisions which are approved by the CCG will be effective immediately and incorporated into a

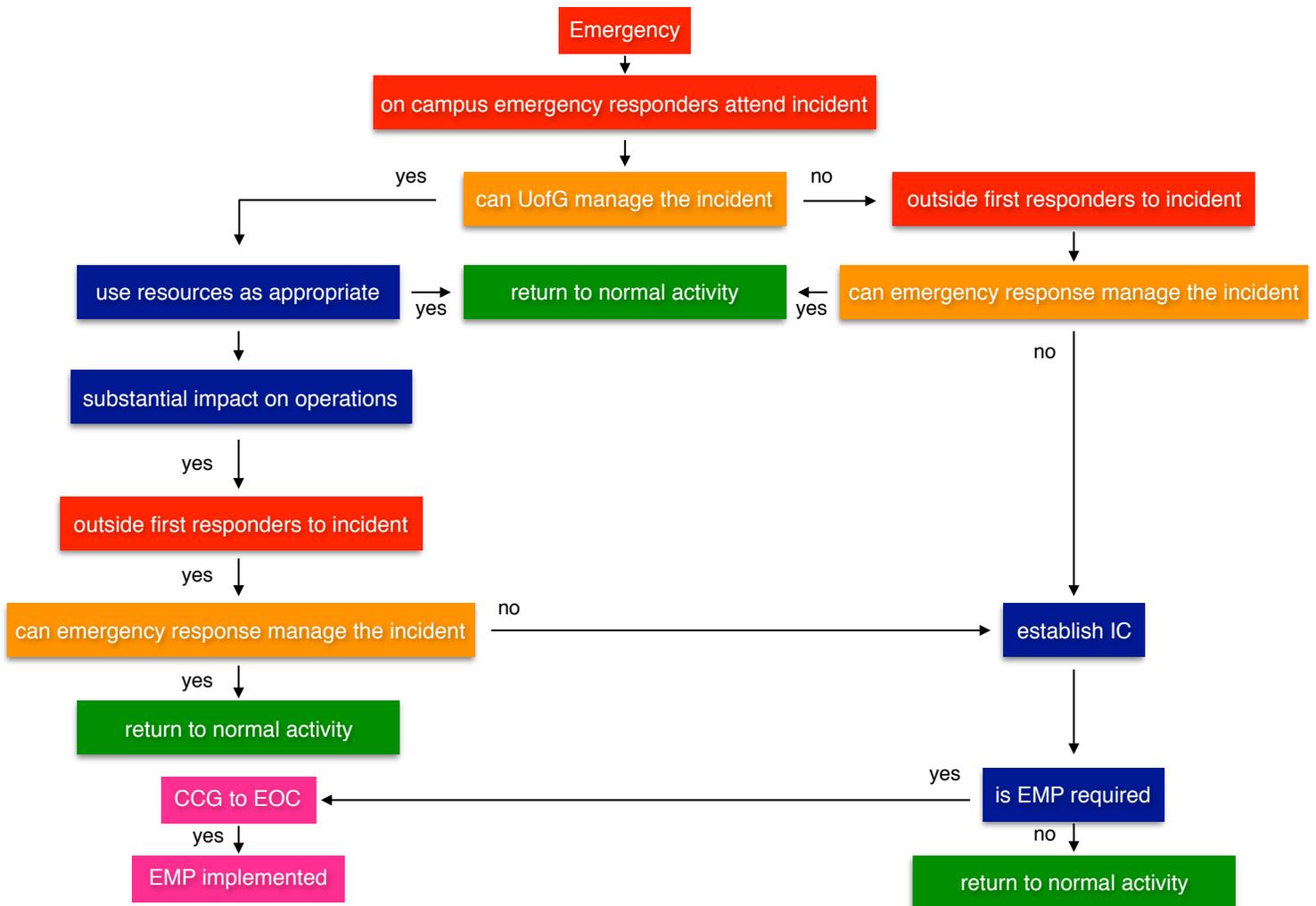
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formal amendment to the EMP. Amendments will be published and distributed to all plan holders within 60 days of approval.

c) *Testing the Plan*

The EMP will be tested on an annual basis, through a simulated exercise to ensure that both the contents and the participants remain current. More sophisticated exercises may be conducted on an “as required” basis, at the direction of the CCG.

# University of Guelph Emergency Management Plan – Appendix A



## Incident Command System - Campus Control Group

