



<b>ADMINISTRATIVE PROCEDURE</b>	
<i>Approval Date</i> <b>2018</b>	<i>Replacing</i> <b>All previous procedures</b>
<i>Review Date</i> <b>2023</b>	<i>Page</i> <b>1 of 25</b>
<i>Contact Person/Department</i> <b>Superintendent Responsible for Safe and Accepting Schools</b>	<i>Identification</i> <b>BD-2071</b>

## **EMERGENCY RESPONSE PLAN-DISTRICT**

### **1.0 PURPOSE**

Trillium Lakelands District School Board is committed to ensuring the safety of staff and students in the event of an emergency. A District Emergency Response Plan will enable an effective response in the event of any district-wide emergency beyond the scope of a single school or worksite to manage.

### **2.0 REFERENCES AND RELATED DOCUMENTS**

#### 2.1 Relevant Legislation, Regulations, Guidelines and Agencies

- [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#)

#### 2.2 Relevant Board Policies, Procedures and Protocols:

- [OP 6020 Code of Conduct](#)
- [OP 6540 Lockdown Emergency Response Plan](#)
- [BU 3036 Appropriate Use of Digital Technology Content and Services](#)
- [HR 4020 Criminal Record Check](#)
- [OP 6520 Emergency Preparedness – Schools and Worksites](#)
- [BD 2031 Freedom of Information](#)
  
- [HR 4028 Incident/Accident/Injury Reporting](#)
- [ES 5061 Safety in Technology Classrooms](#)
- [BU 3026 Transportation](#)
- [HR 4023 WHMIS](#)

### **3.0 TERMS AND DEFINITIONS**

#### 3.1 ALTERNATE COMMAND CENTRE

The location at which central planning and communication will take place during an emergency if the main office or established Command Centre location is inaccessible.

### 3.2 BUSINESS CONTINUITY PLAN

A plan which enables critical services to continue to be delivered during an emergency.

### 3.3 CENTRAL COMMAND TEAM

A team named by the Director of Education or designate to respond to emergencies that are beyond the scope of an individual school or worksite to manage.

### 3.4 CENTRAL SUPPORT TEAM

A team named by the Director of Education or designate to implement direction from the Central Command Team.

### 3.5 COMMAND CENTRE

The Command Centre is the secure location at which central planning and communication will take place during an emergency. It is the focal point for command and control of the emergency situation.

### 3.6 CRISIS

An unfolding situation that has reached a critical phase with the distinct possibility of a highly undesirable outcome, such as a hostage situation or terrorism.

### 3.7 DISTRICT CRISIS LIST

A confidential list of key contacts that is updated regularly (Director of Education, Superintendents, Facilities Services Personnel, Communications Services Personnel, Student Services Attendance Counsellors (SSACs), Principals, Vice Principals) for use in emergencies.

### 3.8 DRILLS

Drills are supervised activities involving all members of the school/worksite community that provide the opportunity to practice, test, develop, and maintain skills in the response procedure as well as the possible interaction with emergency support services personnel (e.g. police, fire, medical).

### 3.9 EMERGENCY RESPONSE PLAN

A plan to ensure that schools and worksites are prepared, through proactive planning and training, to respond to crisis or emergency situations. The Emergency Response Plan includes Lockdown information.

### 3.10 EMERGENCY

An urgent need that calls for immediate action such as:

- a) Deaths – student, staff, parent, or community member
- b) Widespread Emergency – manmade and natural
  - Chemical or hazardous material spills
  - Fires or explosions
  - Severe weather
    - Earthquakes
    - Floods
    - Hurricanes
    - Ice storms
    - Tornadoes
- c) Medical emergencies
  - Pandemics – Asian flu, H1N1, etc.
  - Airplane or train crashes
  - Bus crashes
- d) Traffic Emergencies
  - Airplane or train crashes
  - Bus accidents
  - Other
- e) Utilities emergencies
  - Chemical spill
  - Gas odours
  - Power outages
  - Water main breaks, nearby or on site
  - Sewer failure
- f) Violent incidents
  - Bomb threats
  - Hostage situations
  - Terrorism or wars

### 3.11 EMERGENCY KIT

The Emergency Kit is the repository for key information (electronic or print) and supplies that may be needed in an emergency (See Emergency Response Plan-Schools and Worksites Procedure OP-6520).

### 3.12 EMERGENCY RESPONSE PLAN

A plan to ensure that schools and worksites are prepared, through proactive planning and training, to respond to crisis or emergency situations. The Emergency Response Plan includes Lockdown information.

### 3.13 HOLD AND SECURE

Hold and Secure is a term used when it is desirable to secure the school due to an ongoing situation outside and not necessarily related to the school (e.g. a bank robbery occurs near a school but not on school property). In this situation, the school continues to function normally, with the exterior doors being locked until such time as the administrator/manager of the site becomes aware that the situation is resolved.

### 3.14 LOCKDOWN

Lockdown is a term used when there is a major threatening incident or threat of school violence within the school, or in relation to the school.

### 3.15 LOCKDOWN EMERGENCY RESPONSE PLAN

A Lockdown Emergency Response Plan will be developed as part of the school Emergency Response Plan (See Emergency Response Plan - Schools and Worksites Procedure OP-6520) and will include specific information related to the individual school/worksites.

### 3.16 SCHOOL COMMUNITY

The school community consists of any person who may be on school or board property at the time of a threatening incident (this includes but is not limited to staff, students, parents, volunteers, contractors, maintenance personnel, central office staff, community partners, occasional and casual staff).

### 3.17 SHELTER IN PLACE

Shelter in Place is a term used for an environmental or weather-related situation, where it is necessary to keep all occupants within the school, to protect them from an external situation (e.g. chemical spills in the community, blackouts, explosions, or extreme weather conditions).

### 3.18 STAFF

Any person employed by TLDSB.

### 3.19 STANDARD REUNIFICATION

A reunification plan will be used when standard dismissal processes cannot be used and students must be returned to their parents/guardians following a critical incident. A standard plan will be followed for all reunification situations.

### 3.20 THREATENING INCIDENT

For the purposes of this plan, a threatening incident is defined as a situation involving a potentially armed individual or individuals posing an immediate threat to life (i.e. has or may have a weapon).

## 4.0 ADMINISTRATIVE PROCEDURE

### 4.1 PHASES OF EMERGENCY RESPONSE

4.1.1 There are four potential phases of response to an emergency:

- Preparedness Phase
- Notification Phase
- Response Phase
- Recovery Phase

#### 4.1.2 Preparedness Phase

The preparedness phase involves activities undertaken in advance of an emergency to provide operational capabilities and improve effective response to disasters. Preparation is the key to successful management of an emergency.

a) Emergency Response Plan:

- i) The District Emergency Response Plan will be established and updated through the Director's Office;
  - ii) It is the board's information document that provides the details and resources for emergency response, pandemic response, and business continuity planning;
  - iii) The Plan will contain specific information including: emergency contact information, the composition and role of a Central Command Team and Central Support Team, the designation of a Command Post, and support materials such as information about access to information and floor plans for schools and worksites;
  - iv) Emergency contact information in the Plan will be updated annually by the Communications Services Department;
  - v) The TLDSB District Crisis list is available for contact information (for individuals on the Central Command and Central Support Teams) in case of emergency. Each superintendent will also maintain contact information for key individuals in his/her department and ensure contact information is relevant for holiday or break periods;
  - vi) Copies of the Plan will be available at all times through the Director of Education or Superintendent of Business. In addition, hard copies of the manual will be located in the Director's Office – Lindsay, the Communications Department – Lindsay, and the Muskoka Education Centre;
  - vii) The Plan will be tested regularly and will be reviewed following its use in an emergency situation in order for changes or improvements to be made.
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- b) School/Worksite Emergency Response Plans:
  - i) A School/Worksite Emergency Response Plan (as per OP-6520) will be developed and updated annually for each school and worksite;
  - ii) School administrators will follow school/worksite emergency response plans unless advised otherwise by the Central Command Team.
- c) Central Command Team:
  - i) A Central Command Team appointed by the Director of Education shall be in place at all times. The membership on this team will include members of Director's Council and will be updated annually. Specific members and their contact information will be included in the TLDSB District Crisis List;
  - ii) Responsibilities of the Central Command Team will be included in the District Emergency Response Plan.
- d) Central Support Team:
  - i) A Central Support Team appointed by the Superintendent of Business Services shall be in place at all times. The membership on this team will include senior managers and others as required. The membership of this team will be reviewed annually and updated as necessary. Specific members and their contact information will be included in the Board Emergency Response Plan;
  - ii) Responsibilities for the Central Support Team will be included in the Plan.
- e) Command Centres:
  - i) The Central Command Team will meet when deemed necessary by the Director of Education or designate in the Lindsay Education Centre (or via electronic means if/when necessary) when the emergency response plan is activated.
- f) Alternate Command Centres:
  - i) Should the Lindsay Education Centre be affected by the emergency, the alternate Command Centre will be IE Weldon Secondary School (Main Office) and cases where the entire area is affected by an emergency; the second alternate Command Centre will be the Lindsay Alternate Education Training Centre (AETC) (Main Office). The Director of Education or designate may re-locate the Command Centre if necessary (e.g. to another region in the board).

#### 4.1.3 Notification Phase

The notification phase refers to the period of time when a school or worksite has knowledge of an emergency that is pending or in progress.

- a) Principals/managers of schools and worksites will notify the appropriate superintendent of any current or pending emergency;
- b) The superintendent will maintain contact with the school or worksite and monitor the situation;
- c) The superintendent will notify the Director's Office/Communications Services of the current or pending emergency;
- d) The Director's Office/Communications Services will notify school board trustees of a current or pending emergency as appropriate;
- e) If there is an immediate or potential need for the Central Command Team to be activated, the Director's Office/ Communications Services will be notified and all relevant information will be shared; ongoing communication will be shared as the situation evolves;
- f) If deemed appropriate, proactive measures will be put in place (e.g. alert transportation/Facilities Services of potential needs, begin to develop an action plan for staff, notify any off-site trips or staff of the emergency and advise trip supervisors not to return to the school or worksite until instructed to do so);
- g) A log of events and activities will be maintained.

#### 4.1.4 Response Phase

In the event that the emergency requires support through the District Emergency Response Plan, the response phase will be initiated to coordinate emergency response activities at the district level. The level of response necessary will be determined to meet the emergency.

- a) The Director of Education or designate will activate the Central Command Team and establish a Command Centre;
- b) The Director of Education or designate will inform school board trustees;
- c) The Central Command Team will determine the response needed and will act accordingly, using the Central Support Team as appropriate.
- d) The Communications Services Manager or designate will immediately gather all available facts and prepare a communication plan with key messages.

#### 4.1.5 Recovery Phase

Recovery is both a short-term activity intended to return vital support systems to operation, and a long-term activity designed to return infrastructure systems to pre-disaster conditions.

A superintendent will be designated to oversee the recovery phase.

## 4.2 MEDIA COMMUNICATIONS DURING AN EMERGENCY

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In the case of emergency, all staff must refer media contacts to the Communications Services staff.

- 4.2.1 The Board, in co-ordination with assisting community agencies, assumes responsibility for public statements during an emergency.
- 4.2.2 The Director of Education serves as the spokesperson in an emergency unless he/she designates an alternate spokesperson. If that spokesperson is unavailable, a second alternate assumes the responsibility.
- 4.2.3 The Communications Services Department provides advice and consultation to the spokesperson to facilitate and co-ordinate media communications.

#### 4.3 CO-OPERATION WITH COMMUNITY AGENCIES

- 4.3.1 The Board shall cooperate with various municipalities and districts within its mandated area, as well as provincial and federal departments, in emergency situations and in cases of a declared local or regional pandemic, disaster or when any community is declared to be in a state of emergency.
- 4.3.2 The Board shall permit the use of a school or school property for emergency use by first responders and/or the general public at the request of the appropriate local, provincial or federal authorities in concurrence with the Director of Education.
- 4.3.3 In all cases, when requested by appropriate Emergency Service Supervisors, the Board shall relinquish control on site and provide support to First Responders.
- 4.3.4 Where appropriate, specific protocols will be developed and followed (e.g. CAS/School Board Protocol; Police/School Board Protocol).

#### 4.4 BUSINESS CONTINUITY

A business continuity plan enables critical services to continue to be delivered during an emergency. Within TLDSB these critical services are typically provided through TLDSB Education Centres, (Lindsay Education Centre, Muskoka Education Centre, Haliburton County Education Centre) and Facilities Services locations (St. David Street and Cedar Lane).

##### 4.4.1 Business Continuity Plan

A business continuity plan is required when an emergency impacts upon the ability of one or more sites to provide critical services because:

- a) The building or site is compromised due to:
  - i) Natural disaster (e.g. fire, flood, tornado);



- ii) Environmental disaster (e.g. hazardous material spill);
  - iii) Power/energy failure;
  - iv) Communications failure;
  - v) Cyber-attack/hacker activity.
- b) The availability of staff at the site is compromised due to illness resulting from a communicable disease (e.g. pandemic).

#### 4.4.2 Business Continuity Plan Development

##### Business Continuity Plans:

- a) will be developed, under the direction of the Superintendent of Business Services, by each department within TLDSB that provides critical services. in consultation with the appropriate Superintendent and/or Senior Manager;
- b) must be updated and tested annually, and must be shared with the Director's Office;
- c) must be available for quick and easy access as outlined in the District Emergency Response Plan.

## 5.0 APPENDICES

### 5.1 District Emergency Response Plan Template

TEMPLATE FOR BOARD EMERGENCY RESPONSE PLAN

# District Emergency Response Plan Template

Updated: \_\_\_\_\_

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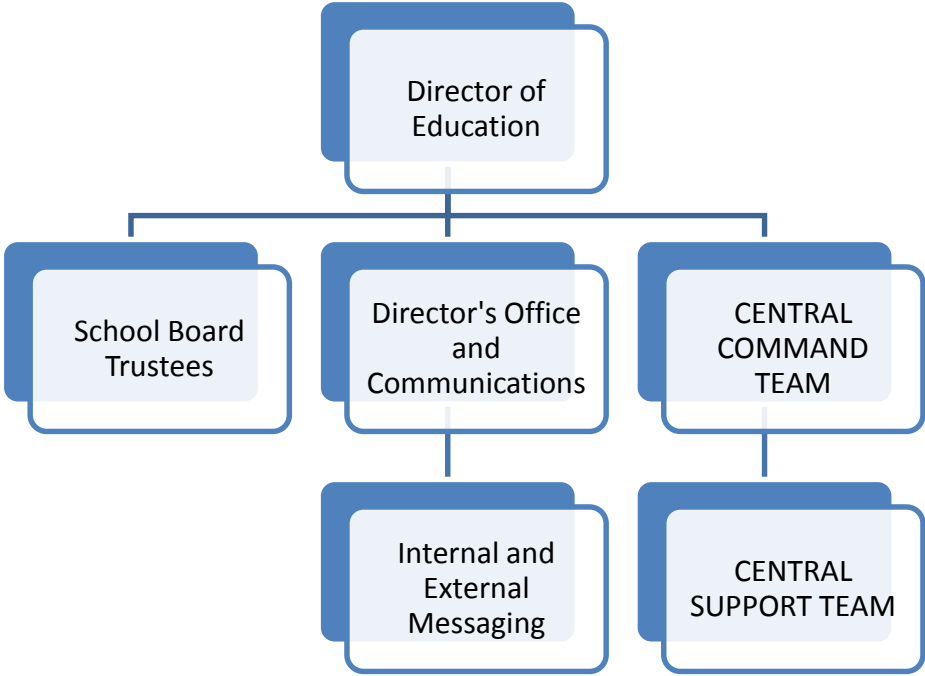
## Board Emergency Response Plan

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**DECISION-MAKING AND COMMUNICATIONS FLOW-CHART**





**CENTRAL COMMAND TEAM CONTACT INFORMATION**

<b>CENTRAL COMMAND TEAM (update this chart annually)</b>			
<b>Position</b>	<b>Name</b>	<b>Cell Phone</b>	<b>Office Phone</b>
Director of Education			
District Manager of Corporate Communications			
Superintendent Responsible for Business Services			
Superintendent Responsible for Employee Services			
Superintendent(s) Responsible for Elementary School Improvement			
Superintendent Responsible for Technology Services			
Superintendent Responsible for Safe and Accepting Schools			
Superintendent Responsible for Special Education			
Superintendent Responsible for Secondary School Improvement and Student Success			



**CENTRAL SUPPORT TEAM CONTACT INFORMATION**

<b>CENTRAL SUPPORT TEAM (update this chart annually)</b>			
<b>Position</b>	<b>Name</b>	<b>Cell Phone</b>	<b>Office Phone</b>
District Principals(s) of Learning			
Senior Manager of Financial Services			
Senior Manager of Facility Services			
Senior Manager of Employee Services			
Senior Manager of Technology Services			
District Manager of Mental Health Services			

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## **ROLES AND RESPONSIBILITIES**

### **DIRECTOR OF EDUCATION**

- a) Provide direction for the development of the District Emergency Response Plan;
- b) Establish the Central Command Team;
- c) Convene and participate in briefing sessions with the Central Command Team as necessary;
- d) Approve a baseline budget to support the activities of the Central Command Team;
- e) Provide timely information to the Chair and to trustees on matters related to emergency issues;
- f) Approve all system communications and directives;
- g) Ensure the provision of regular updates to the system; and
- h) Ensure that there is effective de-briefing and follow-up in the Recovery Phase.

### **DISTRICT MANAGER OF CORPORATE COMMUNICATIONS**

- a) Develop a communication plan with key system messages and information for trustees, staff, students, and community;
- b) Coordinate the Board's public relations and communication campaign, including media releases, press conferences, print and electronic messaging, website and social media management;
- c) Coordinate the Board's communication with appropriate external groups (provincial ministries, local health units, local community agencies and organizations);
- d) Relay information in a timely manner to the Director, trustees, senior administration and Central Command Team;
- e) Participate in all briefing sessions; and
- f) Other duties as assigned.

### **SUPERINTENDENT RESPONSIBLE FOR TECHNOLOGY SERVICES**

- a) Support intranet;
- b) Support student database functions;
- c) Provide information for students and families re: on-line learning opportunities; and
- d) Other duties as assigned.

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**SUPERINTENDENTS RESPONSIBLE FOR OPERATIONS (elementary and secondary):**

- a) Develop a contingency plan for dealing with teacher absence (re-deployment, consolidation of classes, use of volunteers/retirees) and review with unions;
- b) Develop a contingency plan for decision-making re: school closure due to the lack of a “critical mass” of staff support and review with unions;
- c) Develop guidelines for volunteers, visitors, community access to schools and worksites;
- d) Provide direction to principals re: cancellation of school trips, inter-school activities; and
- e) Other duties as assigned.

**SUPERINTENDENT RESPONSIBLE FOR EMPLOYEE SERVICES:**

- a) Develop attendance reporting mechanisms for threshold levels of staff and student absence;
- b) Develop a contingency plan for dealing with staff absence (re-deployment, consolidation of functions, use of volunteers/retirees) and review with unions;
- c) Develop a protocol for staff absence reporting and record keeping. Review with unions, middle management and senior management and then distribute to all staff;
- d) Address issue of employees who have exhausted their allotted sick leave;
- e) Ensure that all employees are aware of counselling services available through the Employee Assistance Program.

**SUPERINTENDENT RESPONSIBLE FOR BUSINESS SERVICES (Finance, Facilities, Maintenance, Transportation):**

- a) Work with the Purchasing Department to procure resources if needed;
- b) Create a list of essential plant/maintenance supplies and stockpile enough for 1 month;
- c) Identify process for communicating bus route changes, lateness, cancellation, and any off-site trips that may be occurring at the time;
- d) Develop communication protocol with bus operators; and
- e) Other duties as assigned.

**SUPERINTENDENTS OF LEARNING (Curriculum, Safe and Accepting Schools, Specialized Services):**

- a) Ensure support for students with serious medical conditions (e.g. cross-training);
- b) Prepare contingency plan for students who require significant accommodation and/or support;
- c) Provide website addresses/information for curriculum materials available on line;
- d) Assess during Recovery Phase, the academic impact and develop plan to address needs of students/teachers;
- e) Assess during Recovery Phase, the needs of post-secondary bound students and develop a plan;
- f) Provide advice re: counselling support for students and families as needed; and
- g) Other duties as assigned.



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## **COMMAND POST**

The Command Post will initially be the Director of Education's office in the Lindsay Education Centre. A direct line (Bell) phone is in place in this office.

The Alternate Command Post in the Lindsay Education Centre will be the Muskoka Room.

If the Lindsay Education Centre is affected by the emergency, the alternate Command Post will be in the IE Weldon Secondary School main office at 24 Weldon Road, Lindsay, ON K9V 4R4 (705-324-3585)

In a case where the entire area is affected by an emergency the Command Post will be at the Lindsay Alternate Education and Training Centre at 230 Angeline Street, Lindsay, ON K9V 0J8 (705-324-5280)

## **BUSINESS CONTINUITY**

The Superintendent Responsible for Business Services will ensure that business continuity plans are developed by the following departments:

- Employee Services
- Technology Services
- Facilities Services
- Transportation Services
- Financial Services including Payroll, Accounting, and Purchasing
- Educational Services
- Communications Services

Within each department, essential services will be identified and a plan will be developed to ensure the continuation of these services. These plans will include:

1. A list of essential services for the department;
2. Description of roles within the department;
3. Cross training plan for key roles;
4. Personnel issues considered including Health and Safety, attendance management, WSIB, contract and union implications;
5. Information communication technology plan – plan in place to sustain IT functions (e.g. ability to access, maintain, update, back-up key data possibly off-site);
6. Method for intra-department and inter-department communication as well as communication with key stakeholder groups;
7. Alternate accommodations to sustain department functions (e.g. off-site location, relocation to another TLDSB site, ability of staff to work from home);
8. List of potential equipment and resource needs and means to access when needed;
9. Plans to address a diminishing workforce in the case of communicable diseases;
10. Plans to minimize the spread of infection in the workplace;
11. Other considerations as appropriate to the department and the situation.

## BOARD PREPAREDNESS PHASE

The Preparedness phase involves activities undertaken in advance of an emergency to provide operational capabilities and improve effective response to disasters.

ACTION	RESPONSIBILITY	TIMELINE
Develop or review District Emergency Response Plan	Director of Education	Annual
Ensure each department has updated Business Continuity Plans	Superintendent Responsible for Business Services	Annual
Ensure that the District Emergency Response Plan includes: <ul style="list-style-type: none"> <li>• Emergency contact information</li> <li>• The composition and role of the Central Command Team and Central Support Team</li> <li>• Designation of a Command Post and alternate Command Post</li> <li>• Support materials are available- including access to information and floor plans for all schools and worksites</li> </ul>	Director of Education / District Manager of Corporate Communications	Annual
Ensure that a plan is in place for holiday periods and that contact information for key individuals is readily accessible	Director of Education	Ongoing – check at each holiday
Establish plan to test and improve the District Emergency Response Plan regularly and review its use following emergency situations.	Director of Education / Superintendent Responsible for Business Services	Annual or as needed.
Establish communication link with local health units and community partners emergency response	Superintendent Responsible for Safe Schools / District Manager of Corporate Communications	Ongoing
Establish ongoing communication link with local media, trustees, staff, unions	Director of Education / District Manager of Corporate Communications	Ongoing

<p>Equip the Command Post with (or have easy access to) the following:</p> <ul style="list-style-type: none"> <li>• Computer, printer, fax machine, flip chart, bulletin board, PA system, telephone, cell phones, telephone with dedicated line, flashlight, two-way radio, television, radio, photocopier, camera</li> <li>• Emergency preparedness plans for all schools and worksites including fire plans and floor plans</li> <li>• Resources for the Command Centre: <ul style="list-style-type: none"> <li>○ Office supplies</li> <li>○ TLDSB forms and templates</li> <li>○ Media directory (printed copy)</li> <li>○ Board map</li> </ul> </li> </ul>	<p>Director of Education / District Manager of Director's Office and Communications</p>	<p>Annual check</p>
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## NOTIFICATION PHASE

The Notification Phase refers to the period of time when a school or worksite has knowledge of a crisis or emergency that is pending or in progress.

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>
Notify appropriate Superintendent of any current or pending emergency	Principal or designate or worksite manager	
Notify the Director's Office of current pending emergency	School Superintendent	
Notify trustees of a current or pending emergency as appropriate	Director of Education / District Manager of Corporate Communications	
Determine need for Central Command Team to be activated	Director of Education	
Share relevant information as appropriate as situation evolves	Director's Office / Central Command Team	
Develop proactive measures and action plan	Central Command Team	
Maintain log of events and activities as situation evolves	Director's Office	

## RESPONSE PHASE

The Board response phase will be an initiative to coordinate emergency response activities. The level of response necessary will depend on the pending emergency.

<b>ACTION</b>	<b>RESPONSIBILITY</b>	<b>TIMELINE</b>
Activate Central Command Team and establish a Command Centre.	Director of Education	Immediately
Inform school board trustees.	Director of Education	As soon as possible/ongoing
Liaise with emergency services.	Director of Education / Superintendent Responsible for Business Services	Immediately
Contact municipal or regional command centres	Director of Education / Superintendent Responsible for Business Services	Immediately
Ensure immediate availability and support of plant and maintenance personnel and resources	Superintendent Responsible for Business Services	As soon as possible
Provide information and communication technology support (e.g. accessing PowerSchool information)	Superintendent Responsible for Technology Services	At earliest possibility
Provide support as necessary through the transportation department	Superintendent Responsible for Business Services	As soon as possible

Provide emotional and psychological support through Student Services	Superintendent Responsible for Specialized Services	
Gather all available facts and prepare a communication plan with key messages.	District Manager of Corporate Communications	
Create emergency webpage linked from the Board home page with regular updates and links to further information and resources	District Manager of Corporate Communications	
Create email list of stakeholders who must be contacted/updated regularly (i.e. staff, media, elected officials, union/federations)	District Manager of Corporate Communications / Superintendent Responsible for Employee Services	
Provide translation services if needed.	Superintendent Responsible for Curriculum Services	

## RECOVERY PHASE

The recovery phase is intended in the short term to return vital support systems to operation, and in the long term to return infrastructure systems to pre-disaster conditions.

ACTION	RESPONSIBILITY	TIMELINE
Ensure a plan is in place to provide the emotional and psychological support required by individuals affected by the emergency.	Superintendent Responsible for Specialized Services	Immediately following emergency
Ensure a plan is in place to provide the physical and financial resources required to resume normal operations.	Superintendent responsible for Business Services	Immediately following emergency
Ensure there is detailed documentation of the incident and appropriate communication with insurance companies, unions, WSIB, etc. has occurred.	Superintendent Responsible for Employee Services / Superintendent Responsible for Business Services	Within 1-2 days of emergency
Hold a debrief session to determine further needs and recommendations to improve emergency response in the future.	Director of Education	Within one week of emergency
Provide follow-up communication to trustees, students, parents, community members, the media, and appropriate unions/federations.	Director of Education / District Manager of Corporate Communications	Within 1 week of emergency
Consider the impact of the emergency on the learning of students and develop a plan to make up missed work.	Superintendents of Learning	Within 1 week of emergency



## MEDIA COMMUNICATIONS

### 1. Establish a media information centre away from the affected area.

In consultation with community agencies, a media information centre will be established away from the affected area if needed.

The following needs and responsibilities will be considered:

- Media need timely and accurate information; however, the Board must protect the privacy of staff and students when necessary and justified;
- Media will want to be close enough to shoot video footage and photographs, but they should not be allowed to hinder first responders.

### 2. Develop initial media response

The first response to the media should be provided as soon as the emergency is known, even though details may not be available. The following information will be provided:

*“The Board is aware of the situation and our emergency response plan is activated. As soon as more information is available we will release it to the media. Further updates will be provided by (Communications Services Department lead).”*

### 3. Develop subsequent media responses

All subsequent information for the media must receive the approval of the Director of Education. The Board will not release names of victims or victims’ families to the media without prior permission from the family. Appropriate information will be provided to the media in a timely manner.

### 4. News Conferences

If a news conference is held, the Communications Services Department will coordinate information and brief participants.

### 5. Communications Planning

The Communications Services Department will

- create key messages for target audiences – including all members of the school community;
- emphasize the safety of students and staff;
- engage media to help distribute important public information;
- encourage respect of privacy of victims and families of victims;
- ensure the media is updated regularly through board and agency assistance;
- log all inquiries for future use;
- update website including frequently asked questions with answers, daily fact sheets, letters to school community members.