TITLE: EMERGENCY COMMUNICATION PROTOCOL

PROCEDURE:

In the event of a utility outage or any other type of incident, the following call-out procedure will be used to inform applicable departments of the issue, and the approximate time it will take to restore the utility or stabilize the incident.

Each utility outage (steam, steam distribution, water, district energy system (DES), electrical, water/sewer back-up, gas) or incident has a call-out hierarchy. Incidents can be routine, non-routine or major (see figure 1.0).

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine</td>
<td>Routine incidents happen on campus regularly, and their scope is well defined, their duration and impacts understood. Typically, these incidents are handled through normal response procedures. Routine incidents do not require substantial additional resources from other campus units.</td>
</tr>
<tr>
<td>Non-Routine</td>
<td>Non-routine incidents are those that have a significant impact on one or multiple campus units. Affected units cannot effectively manage these incidents without a more intensive or longer response and may require integration with outside response agencies. Notification of the Crisis Management Team (CMT) may be required and activation of the EOC either partially or fully to support a non-routine incident may also be necessary.</td>
</tr>
<tr>
<td>Major Incident</td>
<td>Major incidents include those where many, if not all, units on campus are impacted; normal campus operations are interrupted; response and recovery activities continue for an extended period; and routine responses are overwhelmed. Major incidents will likely require EOC and CMT activation</td>
</tr>
</tbody>
</table>

Outages are reported to the first person in each of the appropriate lists. If the first person is unavailable, the next person along the hierarchy is contacted until the incident is reported in real-time (no voice mail). If the call is received after hours UBC Security will dispatch an on-shift operating engineer to assess the situation and determine if a call-out is required. If they determine a call-out is required then they will advise security to contact the initial responder as per the After-Hours Emergency Response and Communication Protocol (see figure 1.0 and appendix III). In the event that UBC Security is unable to get in touch with the initial responder of a particular outage or incident they will contact the first assigned manager in that list to report the problem. If the first listed manager is unavailable the next manager along the hierarchy is contacted until the outage is reported in real-time (no voice mail).
UBC Facilities - After Hours Call Handling

Receives call

Can issue be resolved temporarily?

Attends to call

Y

N

Creates call log entry

Updates Call log entry

Y

N

Updates call log entry if updates received

Call out required (see appendix III)

Y

N

Resolved

Figure 2.0

If an outage or emergency is reported to anyone other than the Building Operations Service Centre or UBC Security (afterhours) it is the responsibility of the person first informed to contact the Service Centre during working hours and UBC Security afterhours so that the proper call out procedure is followed.

In the event that the UBC Emergency Operations Center (EOC) is mobilized this protocol will be superseded by the UBC EOC policies and procedures.

DAYSHIFT:

1. The first person to receive the notification becomes the “initial responder” for that utility outage or incident. The initial responder is responsible to inform the Building Operations Service Centre of the utility outage or incident. The Building Operations Service Centre will then start calling the list of crews and managers per the type of utility affected (see appendix I).

2. If the incident is with regards to water, storm, sewer, gas, hot water/steam or a power outage and affects more than one building the Managing Director, Energy and Water Services or designate must also be informed.

3. The assigned manager for the type of utility affected becomes the “Communications Manager” and is responsible to provide timely feedback to the Building Operations Service Centre. The Service Centre will communicate status updates to the appropriate parties (see figure 3.0).

4. The Building Operations Service Centre will email the Building Operations - Utility Outages distribution list, text message the pre-identified members of the management team and will call the BMS Operations Control Centre who will notify the UBC Hospital, Student Housing and Community Services (SHCS). The Service Centre will also call the University Neighborhood Association (UNA), UBC Athletics, and UBC Enrolment Services if required. The Building Operations Service Centre will state the service affected or the type of emergency, which buildings are affected (if any) and how long it is expected before the outage is restored or emergency is stabilized.

5. If the incident is deemed to be routine the Building Operations Service Centre will call and advise the appropriate Facilities Manager(s), who in turn will advise all administrators of buildings affected (if required).
6. If the incident is deemed to be non-routine or major the Building Operations Service Centre will also call or text message and advise UBC Campus Security, Managing Director, Building Operations, the Managing Director, Energy & Water Services, the Director of Customer Services & Informatics, the Director of Trades, the Director of Municipal Services, the Director of Custodial Services.

7. The Managing Director, Building Operations or designate will inform the Vice President, Finance & Operations, the Associate Vice President, Facilities, the Managing Director of Public Affairs, the Executive Director, Safety and Risk Services, and the Vice-Provost and Associate Vice-President Enrolment and Academic Facilities, and will advise this group if they believe the EOC and/or DOC should/will be activated.

8. However, if the utility affected or incident is with regards to water, storm, sewer, gas, hot water/steam or is a power outage and affects more than one building the Managing Director, Energy and Water Services or designate will take on the responsibility of informing the above group of people (see appendix II for points 4 - 8) and will advise this group if they believe the EOC and/or DOC should be activated.

9. If the utility outage or incident requires the assigned Communications Manager to focus their direction in the response effort they must assign another manager to the role of “Communications Manager” who will then be responsible for all communication updates to the Service Centre.

10. When the service is restored or the incident is stabilized the initial responder will inform the manager of the affected utility. The “Communications Manager” will inform the Building Operations Service Centre. The Building Operations Service Centre will email the Building Operations - Utility Outages distribution list and text message the pre-identified members of the management team to inform everyone that the service has been restored or the emergency has been stabilized. The Building Operations Service Centre will also notify all other parties that were initially informed of the outage/incident (see figure 3.0).

11. The Facilities Manager(s) are responsible for updating all the administrators of buildings affected, and the Managing Director of Building Operations or the Managing Director of Energy and Water Services or designate is responsible for updating the Vice-President, Finance & Operations, the Associate Vice-President, Facilities, the Managing Director of Public Affairs, the Executive Director, Safety and Risk Services, and the Vice-Provost and Associate Vice-President Enrolment and Academic Facilities.

---

**Dayshift Emergency Communication Flow**

- **Head**
  - Provide status updates of the emergency/outrigger to the Communications Manager

- **Communications Manager**
  - Provides updates to the Service Centre

- **Service Centre**
  - Emails BO Utility Outage group and Management Text Message group with notification of outage/emergency and provides updates

- **BO/EWS Leadership**
  - BO/EWS Managing Director or designate to notify VP Finance and Operations, Provost’s Office, Public Affairs, and SRS

- **UBC Leadership and other stakeholders**

---

**Figure 3.0**
AFTER HOURS:

1. UBC Security will call an on-shift operating engineer to assess the situation. If they determine a call-out is required they will advise UBC Security to call out the initial responder of the utility affected as per the After-Hours Emergency Response and Communication Protocol. The initial responder will call the manager of the utility affected (the “Communications Manager”) to inform them of the outage/incident. If the incident is related to a utilities outage the initial responder will also call the “Incident Control Manager” (see appendix III and figure 4.0).

2. For major utilities outages that affect public safety and is related to a large gas leak, a water main/district energy system (DES) pipe break, potable water/storm water contamination or any other serious contamination the Incident Control Manager is responsible for directing crews and dealing with the incident. The Communications Manager is responsible for all communication updates regarding the incident. The Incident Control Manager will provide timely updates to the Communications Manager.

3. If required, the Communications Manager will ask UBC Security to inform relevant stakeholders like the UBC Hospital, SHCS, the UNA, UBC Athletics and UBC Enrolment Services of the outage/emergency (see appendix VI).

4. If the incident is deemed to be routine, the Communications Manager will call and advise the appropriate Facilities Manager(s), who in turn will advise all administrators of buildings impacted (if required).

5. If the incident is deemed to be non-routine or major, the Communications Manager will call the Managing Director of Building Operations, the Director of Customer Services & Informatics, the Director of Trades, the Director of Municipal Services, and the Director of Custodial Services. The Communications Manager will state the service affected or the type of emergency, which buildings/spaces are affected (if any) and how long it is expected before the outage is restored or incident is stabilized is stabilized (see appendix IV for points 1-4).

6. If the utility affected or incident is with regards to water, storm, sewer, gas, hot water/steam or is a power outage and affects more than one building the Managing Director of Energy & Water Services and the Director, Engineering & Utilities must also be notified (see appendix V).

7. The Managing Director of Building Operations will inform the Vice President of Finance & Operations, the Associate Vice President, Facilities, the Managing Director of Public Affairs, the Executive Director, Safety and Risk Services, and the Vice-Provost and Associate Vice-President Enrolment and Academic Facilities (see appendix IV) and will advise this group if they believe the EOC and/or DOC should be activated.

8. However, if the utility affected or incident is with regards to water, storm, sewer, gas, hot water/steam or is a power outage and affects more than one building the Managing Director of Energy and Water Services or designate will take on the responsibility of informing the above group of people (see appendix V) and will advise if they believe the EOC and/or DOC should be activated.

9. When all call-outs have been made, updates to the outage will be made by the Communications Manager to the Managing Director of Building Operations, Director of Customer Services & Informatics, the Director of Trades, the Director of Municipal Services, and the Director of Custodial Services and if required the Managing Director of Energy & Water Services and the Director, Engineering & Utilities.

10. In turn, the Managing Director of Building Operations or the Managing Director of Energy and Water Services will inform the Vice President of Finance & Operations, the Associate Vice President, Facilities, the Managing Director of Public Affairs, the Executive Director, Safety and Risk Services, and the Vice-Provost and Associate Vice-President Enrolment and Academic Facilities of these updates. The
Communications Manager is also responsible to inform all others they have communicated with when the service has been restored or the emergency has been stabilized (see figure 1.2 for points 8-9).

11. The Director, Customer Services & Informatics will notify the Facilities Managers who will inform all administrators of buildings impacted.

**END OF PROCEDURE**

The following pages are appendices listing the call-out hierarchies, the emergency communication protocol work flow and customer after hours contact information. All Facilities personnel after hours contact phone numbers can be found in the Facilities Emergency Contact List.
INDEX OF APPENDICES (Updated December 2020)

Dayshift Communication Protocol by Affected Utility or Other Emergency
See Appendix I

Emergency Communication Protocol (Dayshift) Workflow
See Appendix II

After Hours Emergency Response and Communications Protocol (UBC Security to Use)
See Appendix III

Emergency Communication Protocol (After Hours) Workflow
See Appendix IV

Emergency Communications Protocol (After Hours) – Utilities Outages Affecting
See Appendix V

More than One Building

Customer Emergency Phone Numbers
See Appendix VI
APPENDIX I - Dayshift Communication Protocol by Affected Utility or Other Emergency

UBC FACILITIES - DAYSHIFT EMERGENCY COMMUNICATION PROTOCOL BY AFFECTED UTILITY OR OTHER EMERGENCY
**UBC FACILITIES - DAYSHIFT EMERGENCY COMMUNICATION PROTOCOL BY AFFECTED UTILITY OR OTHER EMERGENCY**

**Critical Floods/Leaks**
- **DES**
  - **Utilities Steamfitter Shop Head**
    - 604-822-3895
    - 604-250-8060
  - **People & Process Manager, Thermal Energy Plant**
    - 604-351-1692
  - **People & Process Manager, Trades**
    - 604-839-6790
  - **People & Process Manager, Mech Maint**
    - 604-822-4421
    - 604-916-5434
  - **People & Process Manager, Mech Ops**
    - 604-827-0021
    - 604-830-2880
  - **SRS**
    - 604-822-1885
    - 604-209-7854
  - **Email Utility Outage Distribution List**
  - **Text Message Management Team**
  - **UBC Security 2-2222**

**Inside Minor Floods/Leaks**
- **Zone Plumber**
  - 604-822-4271
  - 604-788-3025
  - **Plumbing Shop Head**
    - 604-822-4271
    - 604-788-3025
  - **People & Process Manager, Mech Maint**
    - 604-822-4421
    - 604-916-5434
  - **Custodial Head Service Worker**
    - 604-822-2664
  - **SRS**
    - 604-822-1885
    - 604-209-7854
  - If there are chemicals
    - **UBC Security 2-2222**

**Outside Minor Floods/Leaks**
- **Zone Plumber**
  - 604-822-4271
  - 604-788-3025
  - **Utilities Plumbing Shop Head**
    - 604-822-5986
    - 604-816-9364
  - **People & Process Manager, Trades**
    - 604-822-9829
    - 604-788-1735
  - **Head SOS**
    - 604-970-7537
    - 604-839-6790
  - **Municipal Manager, SOS**
    - 604-970-7537
    - 604-839-6790
  - **SRS**
    - 604-822-1885
    - 604-209-7854
  - If there are chemicals
    - **UBC Security 2-2222**

**Critical Back-Up**
- **Zone Plumber**
  - 604-822-4271
  - 604-788-3025
  - **Utilities Plumbing Shop Head**
    - 604-822-5986
    - 604-816-9364
  - **People & Process Manager, Mech Maint**
    - 604-822-4421
    - 604-916-5434
  - **People & Process Manager, Trades**
    - 604-822-4421
    - 604-916-5434
  - **People & Process Manager, Mech Maint**
    - 604-822-4421
    - 604-916-5434
  - **SRS**
    - 604-822-1885
    - 604-209-7854
  - **Facilities Manager**

**Inside Minor Back-Up**
- **Zone Plumber**
  - 604-822-4271
  - 604-788-3025
  - **Plumbing Shop Head**
    - 604-822-4271
    - 604-788-3025
  - **People & Process Manager, Mech Maint**
    - 604-822-4421
    - 604-916-5434
  - **Custodial Head Service Worker**
    - 604-822-2664
  - **SRS**
    - 604-822-1885
    - 604-209-7854

If there are chemicals
- If no answer, call
<table>
<thead>
<tr>
<th>UBC FACILITIES - DAYSHIFT EMERGENCY COMMUNICATION PROTOCOL BY AFFECTED UTILITY OR OTHER EMERGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outside Minor Back Up</strong></td>
</tr>
<tr>
<td><strong>UBC FACILITIES</strong></td>
</tr>
<tr>
<td><strong>Outside Steam</strong></td>
</tr>
<tr>
<td><strong>Utilities Plumbing</strong></td>
</tr>
<tr>
<td><strong>Shop Head</strong></td>
</tr>
<tr>
<td><strong>Ask for UBC Fire</strong></td>
</tr>
<tr>
<td><strong>604-822-5986</strong></td>
</tr>
<tr>
<td><strong>604-816-9364</strong></td>
</tr>
<tr>
<td><strong>604-788-3025</strong></td>
</tr>
<tr>
<td><strong>Utilities Electrical</strong></td>
</tr>
<tr>
<td><strong>Shop Head</strong></td>
</tr>
<tr>
<td><strong>604-839-6790</strong></td>
</tr>
<tr>
<td><strong>Zone Plumber</strong></td>
</tr>
<tr>
<td><strong>Inside Steam</strong></td>
</tr>
<tr>
<td><strong>Utilities Plumbing</strong></td>
</tr>
<tr>
<td><strong>Shop Head</strong></td>
</tr>
<tr>
<td><strong>604-822-3895</strong></td>
</tr>
<tr>
<td><strong>604-290-8306</strong></td>
</tr>
<tr>
<td><strong>Steamfitter Shop Head</strong></td>
</tr>
<tr>
<td><strong>604-822-5460</strong></td>
</tr>
<tr>
<td><strong>604-202-1651</strong></td>
</tr>
<tr>
<td><strong>Utilities Plumbing</strong></td>
</tr>
<tr>
<td><strong>Shop Head</strong></td>
</tr>
<tr>
<td><strong>604-822-3895</strong></td>
</tr>
<tr>
<td><strong>604-290-8306</strong></td>
</tr>
<tr>
<td><strong>Utilities Electrical</strong></td>
</tr>
<tr>
<td><strong>Shop Head</strong></td>
</tr>
<tr>
<td><strong>604-822-4421</strong></td>
</tr>
<tr>
<td><strong>604-839-6790</strong></td>
</tr>
<tr>
<td><strong>Power Outage</strong></td>
</tr>
<tr>
<td><strong>Inside Steam</strong></td>
</tr>
</tbody>
</table>
UBC FACILITIES - DAYSHIFT EMERGENCY COMMUNICATION PROTOCOL BY AFFECTED UTILITY OR OTHER EMERGENCY

Confirmed Bomb Threat

Managing Director, Building Operations (or designate)

Service Centre to confirm with the Managing Director or designate who in Building Operations needs to be informed

Text Message Management Team

Email the Utility Outage Distribution List

Locksmith Shop Head
604-822-4309
604-816-0163

Secure Access Manager
604-822-6623
778-877-0169

People & Process Manager, Architectural Trades
604-822-0626
604-788-4442

Paint Shop Head
604-822-3464
604-816-5721

Facilities Manager

High Profile B&E/Theft

Window broken?

UBC Jurisdiction?
Yes

Head SOS
604-822-9829
604-788-1735

Municipal Manager, SOS
604-970-7537

Email the Building Operations Leadership Team

UBC Security
2-2222

UEL Jurisdiction?
Yes

Main Roads (external road repairs for any roads leading up to UBC)
Communications Centre 604-271-0337

Electrical Issues (eg. Light standards not working)
Cobra Electric 604-582-1633

UBC Endowment Lands
604-220-3965
or email: william.emo@gov.bc.ca

No

Yes

No
### APPENDIX II - Emergency Communication Protocol (Dayshift) Workflow

**UBC FACILITIES – EMERGENCY COMMUNICATION PROTOCOL (DAYSHIFT)**

<table>
<thead>
<tr>
<th>Customer</th>
<th>BMS</th>
<th>Service Centre</th>
<th>Building Operations</th>
<th>Other UBC Stakeholders</th>
<th>Energy &amp; Water Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>UBC Hospital Principal On Call 604-822-7121</td>
<td>BMS Ops Control Centre 604-822-2634 604-822-0848 604-968-0132</td>
<td>Service Centre 604-822-2173</td>
<td>Major Incident? Yes Stop spread/notify water/storm/gas/steam/power outage affecting more than 1 building?</td>
<td>Facility Manager(s) [to contact impacted customers]</td>
<td>Follow OE Emergency Comm. Protocol for Affected Utility or other Emergency</td>
</tr>
<tr>
<td>Student Housing &amp; Hospitality Services</td>
<td></td>
<td></td>
<td></td>
<td>Managing Director, Energy &amp; Water Services David Woodson 604-822-1707 604-822-0971</td>
<td></td>
</tr>
<tr>
<td>UBC FACILITIES – EMERGENCY COMMUNICATION PROTOCOL (DAYSHIFT) Customer BMS Service Centre Other UBC Stakeholders Energy &amp; Water Services</td>
<td></td>
<td></td>
<td></td>
<td>Director, Engineering &amp; Utilities Siu Tse 604-306-4425 604-822-0852</td>
<td></td>
</tr>
</tbody>
</table>

For call numbers see appendix VI of policy I-A-PR13

- Managing Director, Building Operations Vacant
- Director, Trades Denise Pearce 604-816-5720 604-822-5644
- Director, Custodial Services Francis Lapage 778-877-0409 604-822-0489
- Director, Municipal Services Jennifer Sheel 604-376-9192 604-827-2105
- Director, Customer Services & Informatics Kishani Gibbons 604-490-5627 604-822-4191
- Managing Director, Engineering & Utilities Siu Tse 604-306-4425 604-822-0852
- VP Finance & Operations Peter Smalis 604-219-9030 604-822-9625
- Associate VP, Facilities John Metras 604-938-9498 604-822-4311
- Issues Management Director, Public Affairs Matthew Ramsay 604-518-5835
- Executive Director Safety & Risk Services Raa Ann Aihbridge 604-328-8058
- VP Enrolment & Academic Facilities Pam Russell 604-822-4044 604-220-1224
## APPENDIX III - After Hours Emergency Response and Communications Protocol (UBC Security to Use)

### UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

#### MAJOR UTILITIES OUTAGES

<table>
<thead>
<tr>
<th>Initial Responder – call CM and ICM or alternates</th>
<th>Communications Manager (CM)</th>
<th>Incident Control Manager (ICM)</th>
<th>Alternates (can take the role of the CM or ICM)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Steam Distribution</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Water Supply/Quality</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Plumber, Utilities 604-816-9364</td>
<td>People &amp; Process Manager, Trades, EWS 604-839-6790</td>
<td>Senior Manager, Mechanical Utilities 604-306-0452</td>
<td>Manager, Electrical Utilities 604-803-0035</td>
</tr>
<tr>
<td><strong>Outside Flood</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Plumber, Utilities 604-816-9364</td>
<td>People &amp; Process Manager, Trades, EWS 604-839-6790</td>
<td>Senior Manager, Mechanical Utilities 604-306-0452</td>
<td>Manager, Electrical Utilities 604-803-0035</td>
</tr>
<tr>
<td>And if de-energization is required Head Electrician 604-817-8348</td>
<td>Call and/or</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Outside Gas/Sewer Back Up</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Plumber, Utilities 604-816-9364</td>
<td>People &amp; Process Manager, Trades, EWS 604-839-6790</td>
<td>Senior Manager, Mechanical Utilities 604-306-0452</td>
<td>Manager, Electrical Utilities 604-803-0035</td>
</tr>
<tr>
<td><strong>Power Outage</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Electrician, Utilities 604-916-0631</td>
<td>Manager, Electrical Utilities 604-803-0035</td>
<td>People &amp; Process Manager, Trades, EWS 604-839-6790</td>
<td>Senior Manager, Electrical Trades 604-830-5883</td>
</tr>
</tbody>
</table>
## UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

### MAJOR BUILDING RELATED EMERGENCIES AND OUTAGES

<table>
<thead>
<tr>
<th>Initial Responder</th>
<th>Communications Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Steam</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Head Mntce Engineer  
   All Zones 604-219-0440  
   and  
   Head Steamfitter  
   604-202-1651  
   SRS  
   604-827-0755 | People & Process Manager, Mech Operations  
   Lee McCormick  
   604-830-2880  
   or  
   People & Process Manager, Mech Maintenance  
   Jason Wright  
   604-916-5434  
   or  
   People & Process Manager, HVAC and Mech Systems  
   Peter McLoughlin  
   604-837-2906  
   or  
   People & Process Manager, Trades, EWS  
   Russell Neal  
   604-839-6790 |
| **Inside Gas/Sewer Back-up** |                        |
| Head Plumber  
   604-788-3025 | People & Process Manager, Mech Maintenance  
   Jason Wright  
   604-916-5434  
   or  
   People & Process Manager, Mech Operations  
   Lee McCormick  
   604-830-2880  
   or  
   Senior Manager, Mechanical Trades  
   Peter McLoughlin  
   604-837-2906  
   or  
   Technical Specialist, Mechanical  
   Jason White  
   604-842-2510 |
| **Flood**         |                        |
| Head Plumber (Inside)  
   604-788-3025  
   & SRS  
   604-827-0755  
   And if de-energization is required)  
   Head Electrician  
   604-817-8348 | People & Process Manager, Mech Maintenance  
   Jason Wright  
   604-916-5434  
   or  
   People & Process Manager, Mech Operations  
   Lee McCormick  
   604-830-2880  
   or  
   Senior Manager, Mechanical Trades  
   Peter McLoughlin  
   604-837-2906  
   or  
   Technical Specialist, Mechanical  
   Jason White  
   604-842-2510 |
| **Fire**          |                        |
| Fire Department  
   911  
   And  
   Head Electrician, Fire and Life Safety  
   604-790-4875 | People and Process Manager, Electrical Trades  
   Mike Paley  
   604-910-6710  
   or  
   Senior Manager, Electrical Trades  
   Darko Jelic  
   604-830-5883  
   or  
   People & Process Manager, Mech Operations  
   Lee McCormick  
   604-830-2880  
   or  
   Senior Manager, Mechanical Trades  
   Peter McLoughlin  
   604-837-2906 |
| **Chemical/Envir Impact Spills** |                        |
| Fire Department  
   911  
   and SRS  
   604-827-0755  
   and  
   Head Maintenance Engineer - Automation  
   604-968-0132 | People & Process Manager, Mech Maintenance  
   Lee McCormick  
   604-830-2880  
   or  
   Senior Manager, Mechanical Trades  
   Peter McLoughlin  
   604-837-2906  
   or  
   People & Process Manager, Mech Operations  
   Lee McCormick  
   604-830-2880  
   or  
   Senior Manager, Mechanical Trades  
   Mike Paley  
   604-910-6710  
   or  
   People and Process Manager, Electrical Trades  
   Mike Paley  
   604-910-6710 |
| **HVAC**          |                        |
| Head Maintenance Engineer - Automation  
   604-968-0132 | People & Process Manager, Mech Operations  
   Lee McCormick  
   604-830-2880  
   or  
   BMS Manager  
   Zach Danyluk  
   604-230-0773  
   or  
   Senior Manager, Mechanical Trades  
   Peter McLoughlin  
   604-837-2906  
   or  
   People and Process Manager, Electrical Trades  
   Mike Paley  
   604-910-6710 |
### UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

**MAJOR BUILDING RELATED EMERGENCIES AND OUTAGES**

<table>
<thead>
<tr>
<th>Initial Responder</th>
<th>Communications Manager</th>
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<tbody>
<tr>
<td><strong>High Profile B&amp;E or Theft</strong></td>
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<tr>
<td>RCMP 911 and Head Locksmith 604-816-0163 and Head Painter 604-816-5721</td>
<td>People &amp; Process Manager, Architectural Trades Kevin Morris 604-788-4442</td>
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<tr>
<td>or</td>
<td>Senior Manager Architectural Trades Frank Crudo 604-861-6709</td>
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<tr>
<td>or</td>
<td>Technical Specialist, Architectural Trades Michael Cunningham 604-828-2064</td>
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<tr>
<td><strong>Custodial</strong></td>
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</tr>
<tr>
<td>Operations Manager 604-319-9726 (M-F – 4 pm – 12:00 am) 604-612-9452 (M-F – 11:30 pm – 7:30 am) 604-209-3496 (Sat/Sun – 7:00 am – 4:00 pm) 604-328-7028 (Sat/Sun – 5:30 pm – 2:00 am)</td>
<td>Director, Custodial Services Francis Lepage 778-877-0169</td>
</tr>
<tr>
<td>or</td>
<td>Operations Manager Custodial Services Sean Lynch 778-689-2531</td>
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<tr>
<td>or</td>
<td>Operations Manager Custodial Services Barry Brooks 604-319-9726</td>
</tr>
<tr>
<td><strong>Confirmed Bomb Threat</strong></td>
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<tr>
<td>RCMP 911</td>
<td>Assistant Supervisor Custodial Services 604-328-7028</td>
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<tr>
<td>and</td>
<td>People &amp; Process Manager, Mech Operations Lee McCormick 604-830-2880</td>
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<tr>
<td>and</td>
<td>People &amp; Process Manager, Thermal Energy Plants Jason Rako 604-351-1692</td>
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<tr>
<td><strong>Other</strong></td>
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<tr>
<td>Senior Facilities Manager Francois Desmarais 604-250-3825</td>
<td>Facilities Manager Patrick Wong 604-764-2467</td>
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<tr>
<td>or</td>
<td>Facilities Manager James Bellavance 604-838-6694</td>
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<tr>
<td>or</td>
<td>Facilities Manager Mark Donald-Jones 604-250-3883</td>
</tr>
</tbody>
</table>
# UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

## MAJOR GROUNDS RELATED EMERGENCIES

<table>
<thead>
<tr>
<th>Major Grounds Related Emergencies</th>
<th>Initial Responder</th>
<th>Communications Manager</th>
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</thead>
<tbody>
<tr>
<td><strong>Snow/Ice/Sinkhole</strong></td>
<td>Head SOS 604-788-1735</td>
<td>Municipal Manager SOS Calvin Cheung 604-970-7537 or Municipal Manager Waste Mgmt &amp; Garage Tamas Weidner 604-319-4493 or Municipal Manager Soft Landscape Dale Low 604-839-6574</td>
</tr>
<tr>
<td><strong>Tree Down</strong></td>
<td>Head Landscape Tech II 604-818-7550 Or 604-341-6020</td>
<td>Municipal Manager Soft Landscape Dale Low 604-839-6574 or Municipal Manager Waste Mgmt &amp; Garage Tamas Weidner 604-319-4493 or Municipal Manager SOS Calvin Cheung 604-970-7537</td>
</tr>
<tr>
<td><strong>Fire</strong></td>
<td>Fire Department 911 and Head Landscape Tech II 604-818-7550 Or 604-341-6020</td>
<td>Municipal Manager Soft Landscape Dale Low 604-839-6574 or Municipal Manager Waste Mgmt &amp; Garage Tamas Weidner 604-319-4493 or Municipal Manager SOS Calvin Cheung 604-970-7537</td>
</tr>
<tr>
<td><strong>Chemicals/Envir. Impact Spill (affecting storm/drain/sanitary)</strong></td>
<td>Fire Department 911 and SRS 604-827-0755 and Head SOS 604-788-1735 Head Utilities Plumber 604-816-9364</td>
<td>Communications Manager People &amp; Process Manager, Trades, EWS Russell Neal 604-839-6790 and Incident Control Manager Senior Manager, Mechanical Utilities Doug Doyle 604-306-0452 or Manager, Electrical Utilities Richard Hugli 604-803-0035</td>
</tr>
<tr>
<td><strong>Chemically/Envir. Impact Spill (not affecting storm/drain/sanitary)</strong></td>
<td>Fire Department 911 and SRS 604-827-0755 and Head SOS 604-788-1735 Head Utilities Plumber 604-816-9364</td>
<td>Municipal Manager SOS Calvin Cheung 604-970-7537 and People &amp; Process Manager, Trades, EWS Russell Neal 604-839-6790 or Municipal Manager Waste Mgmt &amp; Garage Tamas Weidner 604-319-4493 or Municipal Manager Soft Landscape Dale Low 604-839-6574</td>
</tr>
<tr>
<td><strong>Major Transportation Blockage</strong></td>
<td>UBC Security 604-822-2222 and (if UBC jurisdiction) Head SOS 604-788-1735</td>
<td>Municipal Manager SOS Calvin Cheung 604-970-7537 or Municipal Manager Soft Landscape Dale Low 604-839-6574 or Municipal Manager Waste Mgmt &amp; Garage Tamas Weidner 604-319-4493</td>
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**APPENDIX IV - Emergency Communication Protocol (After Hours) Workflow**

### UBC FACILITIES AFTER HOURS EMERGENCY COMMUNICATION PROTOCOL

<table>
<thead>
<tr>
<th>UBC Stakeholders</th>
<th>UBC Security</th>
<th>Initial Responder</th>
<th>Communications Manager</th>
<th>Building Operations</th>
<th>Other UBC Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>UBC Hospital</td>
<td>UBC Security</td>
<td>BO After Hours</td>
<td>Manager of Utility that is affected</td>
<td>Vacant Managing Director, Building Operations</td>
<td>Peter Smalies VP Finance, Operations</td>
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<tr>
<td></td>
<td></td>
<td>Initial Responder ECP</td>
<td>Yes</td>
<td>Yes</td>
<td>604-219-9080</td>
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<tr>
<td>Student Housing and Community Services</td>
<td>UBC Security</td>
<td>BO After Hours Initial Responder ECP</td>
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<td>John Metras Associate VP, Facilities</td>
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<td>604-908-9468</td>
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<td>University Neighborhood Association (UNA)</td>
<td>UBC Security</td>
<td>BO After Hours Initial Responder ECP</td>
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<td>David Woodson Managing Director, Energy &amp; Water</td>
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<td>604-802-1707</td>
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<td>UBC Athletics</td>
<td>UBC Security</td>
<td>BO After Hours Initial Responder ECP</td>
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<td>Public Affairs 604-822-3131 (Afterhours number)</td>
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<td>Rae Ann Aldridge Executive Director, SRS 604-928-8068</td>
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<td>UBC Enrolment Services</td>
<td>UBC Security</td>
<td>BO After Hours Initial Responder ECP</td>
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<td>Pam Ratner VP Enrolment &amp; Academic Facilities 604-220-1224</td>
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<td>Administrators (of impacted buildings)</td>
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<td>UBC Security</td>
<td>BO After Hours Initial Responder ECP</td>
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Let UBC Security know what UBC Stakeholders need to be informed by calling 604-224-1067

Utilities Outage affecting more than 1 building (see appendix VI)
APPENDIX VI - Customer Emergency Phone Numbers

1. UBC Hospital, request for direct contact or to page the principal on call.
   604-822-7121

2. Student Housing and Hospitality Services
   **Student Housing During Day:**
   1st Call: Facilities Reception 604-822-4911 (7:30 am to 3:30 pm M-F)
   2nd Call: Associate Director Facilities, Andrew Powter Cell: 604-313-4352
   3rd Call: Director Facilities & Building Services David Kiloh Cell: 604-202-3361
   **Student Housing After Hours:**
   1st Call: Gage Front Desk 604-822-1020
   2nd Call: Duty RLM pager 604-735-6433
   3rd Call: Associate Director Facilities, Andrew Powter Cell: 604-313-4352
   4th Call: Director Facilities & Building Services, David Kiloh Cell: 604-202-3361
   **Food Services:**
   1st Call: Colin Moore, Director, Food Service Operations
   Desk: 604-827-2339 | Cell: 778-873-6109
   **Residence Dining:**
   1st Call: Loriann McGowan, Associate Director, Residence Dining
   Desk: 604-822-5522 | Cell: 778-988-3608
   **Retail Locations:**
   1st Call: Sam Wellman, Associate Director Retail Operations
   Desk: 604-822-9622 | Cell: 604-992-1346
   **Full Service Restaurants, Food Trucks, Concessions and Catering:**
   1st Call: David Speight
   Desk: 604-827-2797 | Cell: 604-351-3978
   **Child Care Services:**
   1st Call: Karen Vaughan, Director, Child Care
   Desk: 604-822-6238 | Cell: 604-837-9232

   Johanne Blenkin, Executive Director | 604-317-7303
   Wegland Sit, Facilities /Municipal Management | 778-317-7303

4. UBC Athletics After Hours:
   **Student Rec Centre**
   Darren Stoltz, Facility Coordinator | 778-231-7069
   **Aquatic Centre**
   Stephane Delisle, Sr Mgr Programs and Operations | 604-328-1858
   Andy Miller, Facilities Mgr | 778-991-3632
   **War Memorial Gym**
   Jenny Black, Facility Coordinator | 604-612-9276
   **Tennis Centre**
   James Tait, Facilities Mgr – Maintenance, Safety, Sustainability | 604-360-2103
   Courtney Davies, Facility Director | 778-998-4526
   **Thunderbird Park/Stadium**
   James Tait, Facilities Mgr – Maintenance, Safety, Sustainability | 604-360-2103
Doug Mitchell Centre
Jamie Rennie, Sr Mgr – Operations | 778-823-5757

Kavie Toor, Managing Director, Athletics and Recreation | 604-657-5284
Taira Jolie, Associate Director, Operations, Athletics and Recreation | 604-916-4273

5. UBC Enrolment Services After Hours:
   Scheduling Emergency Number: 604-999-8135
   Ellen Luu, Team Lead, Scheduling Services, Enrolment Services | Cell: 604-346-7000
   Oana Toma, Senior Manager, Enrolment Services | Cell: 604-715-8493
   Mike Becir, Associate Director, Enrolment Services | Cell 604-362-1347