 <b>THE UNIVERSITY OF BRITISH COLUMBIA</b> <b>Facilities</b>	<b>Policy No.:</b>  <b>I-A-PR13</b>	<b>Approval Date:</b>  <b>Last Revision:</b> December 2020
	<b>Responsible Executive: John Metras</b>	
<b>Title:</b>  <b>EMERGENCY COMMUNICATION PROTOCOL</b>		

## 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).

Severity Level	Description
<b>Routine</b>	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.
<b>Non-Routine</b>	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.
<b>Major Incident</b>	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

Figure 1.0

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).

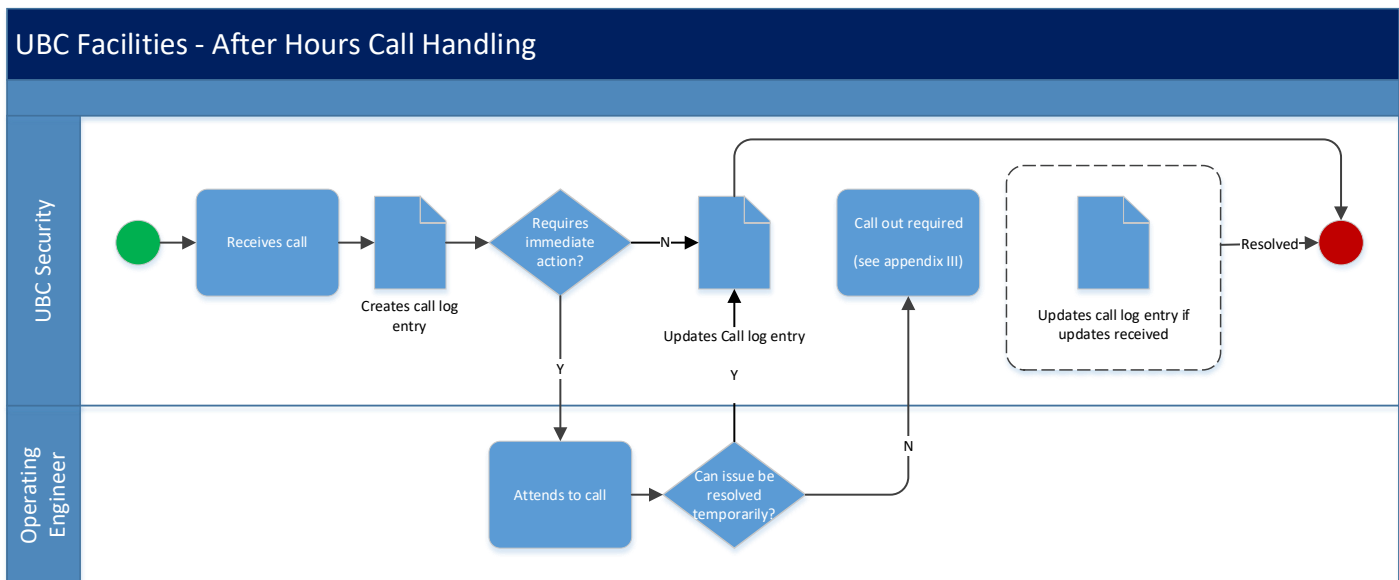


Figure 2.0

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.

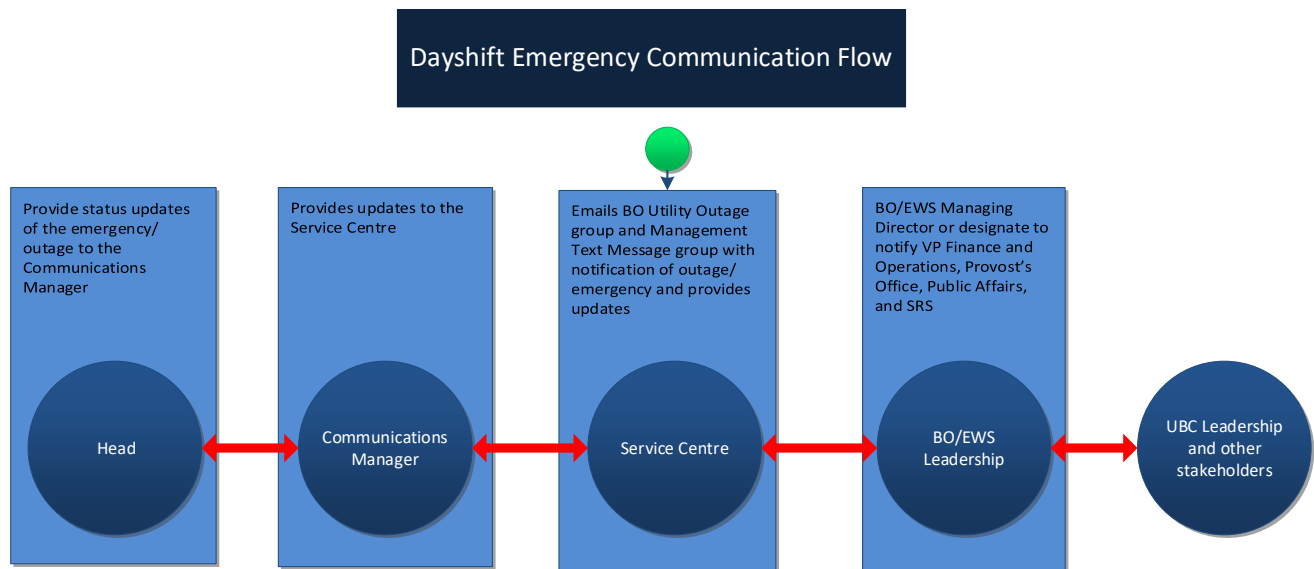


Figure 3.0

## **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 (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.

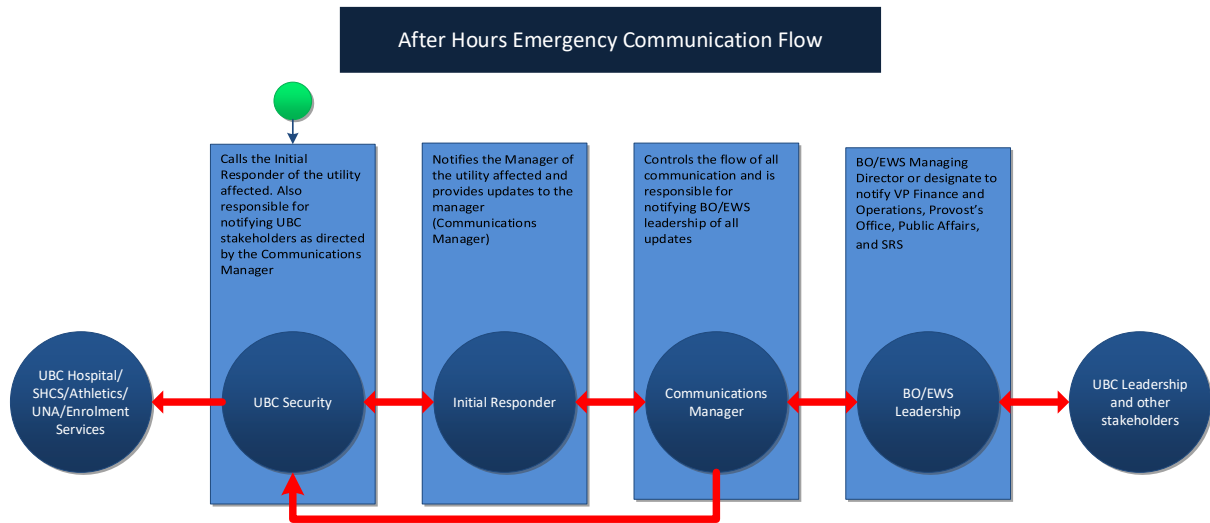


Figure 4.0

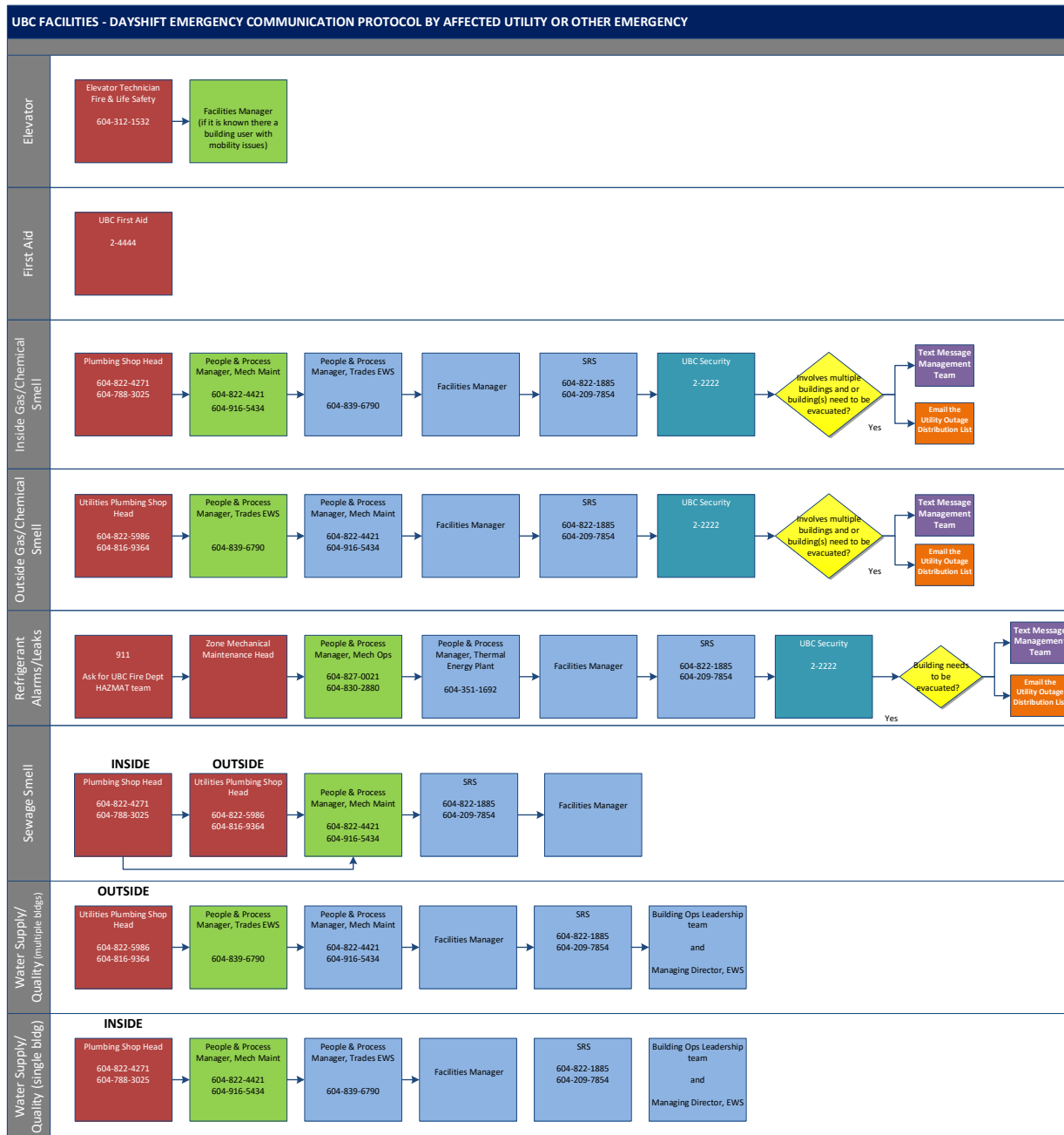
## END OF PROCEDURE

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.

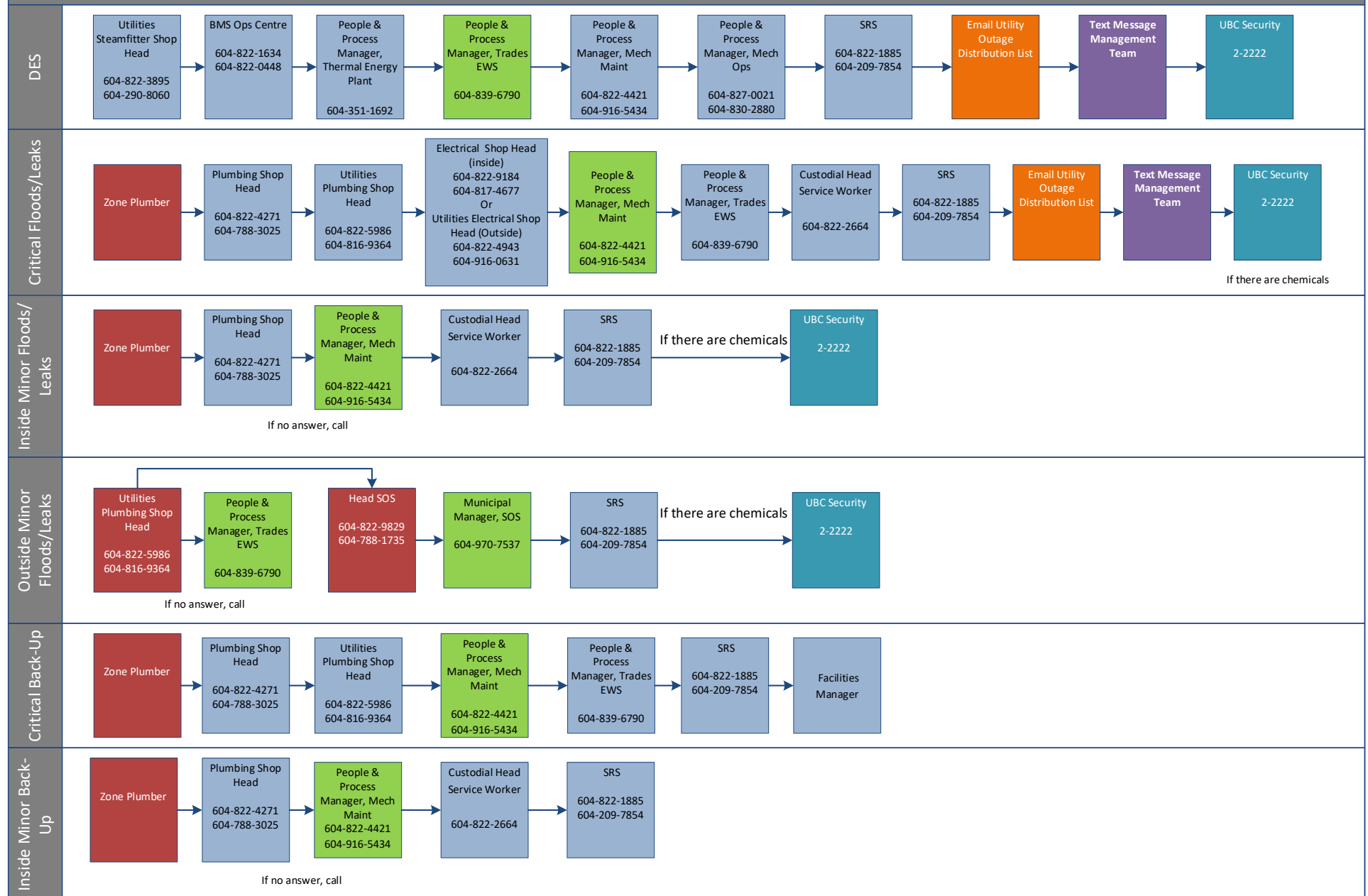
## **INDEX OF APPENDICES (Updated December 2020)**

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## APPENDIX I - Dayshift Communication Protocol by Affected Utility or Other Emergency

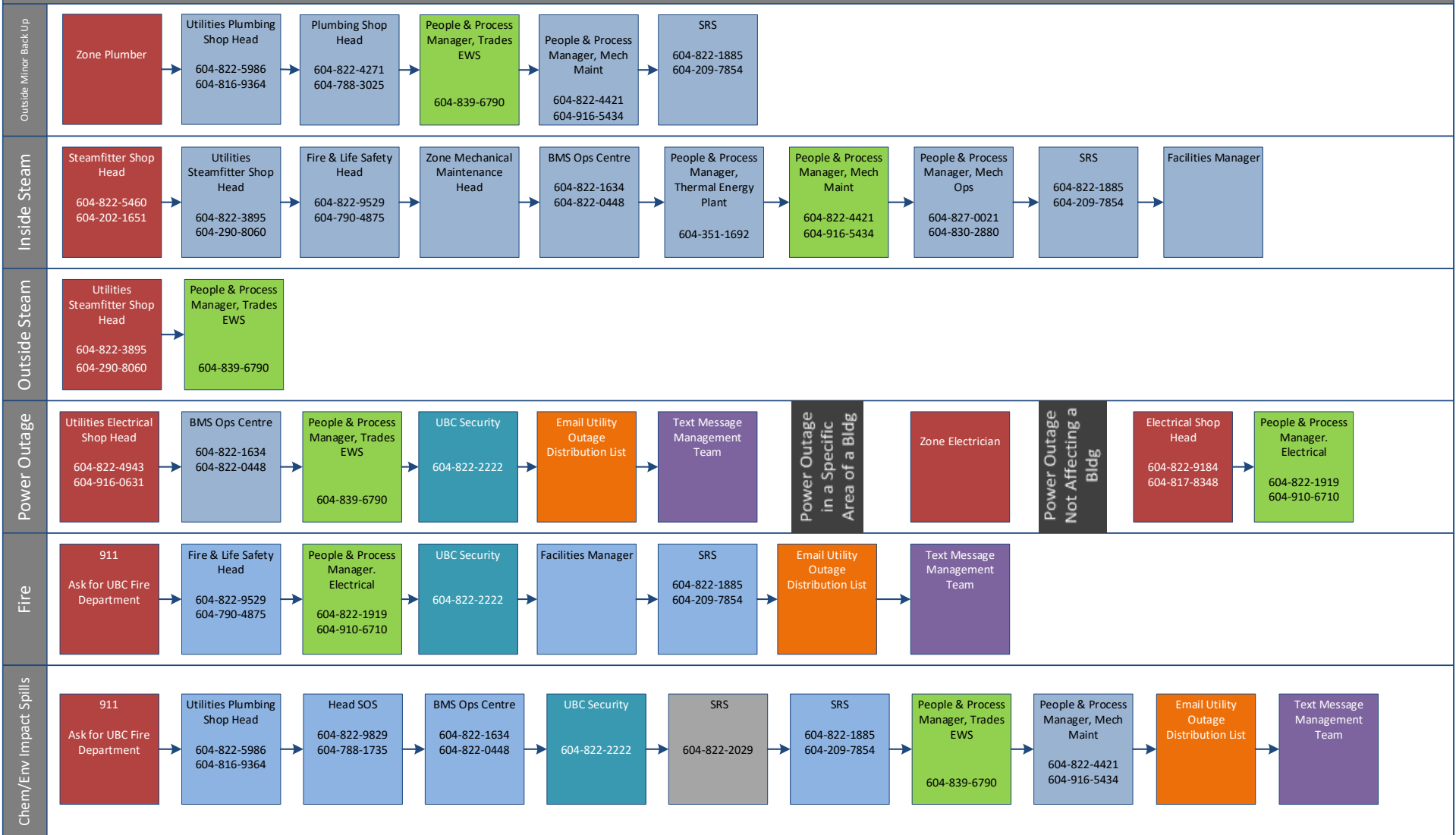


# UBC FACILITIES - DAYSHIFT EMERGENCY COMMUNICATION PROTOCOL BY AFFECTED UTILITY OR OTHER EMERGENCY

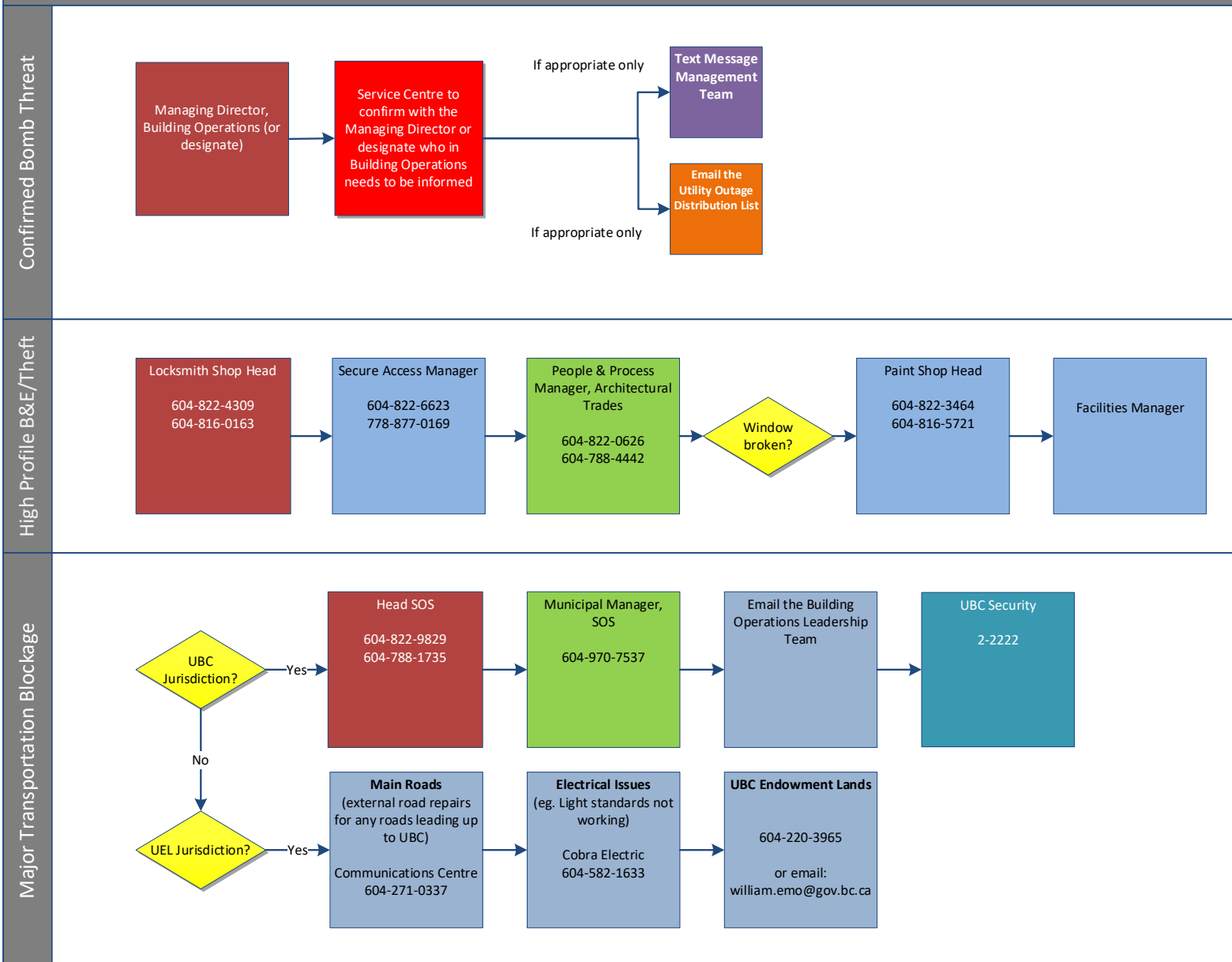




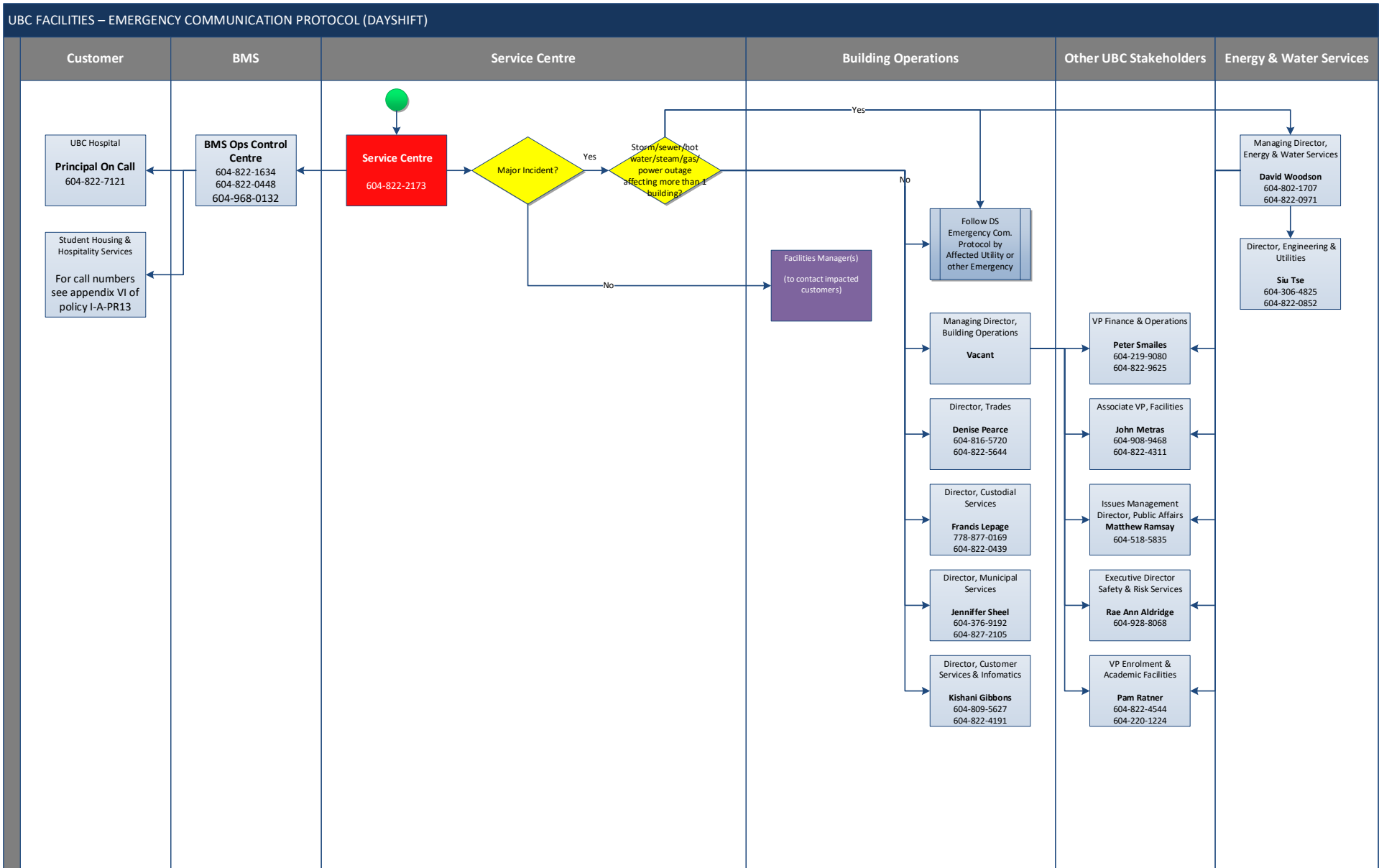
## UBC FACILITIES - DAYSHIFT EMERGENCY COMMUNICATION PROTOCOL BY AFFECTED UTILITY OR OTHER EMERGENCY



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



APPENDIX II - Emergency Communication Protocol (Dayshift) Workflow



## 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				
	Initial Responder – call CM and ICM or alternates	Communications Manager (CM)	Incident Control Manager (ICM)	Alternates (can take the role of the CM or ICM)
DES	<div>Head Utilities Steamfitter 604-290-8060</div>	<div>People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	<div>People &amp; Process Manager, Thermal Energy Plants  Jason Rako 604-351-1692</div>	<div>Senior Manager, Mechanical Utilities  Doug Doyle 604-306-0452</div>
Steam Distribution	<div>Head Utilities Steamfitter 604-290-8060</div>	<div>People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	<div>People &amp; Process Manager, Thermal Energy Plants  Jason Rako 604-351-1692</div>	<div>Senior Manager, Mechanical Utilities  Doug Doyle 604-306-0452</div>
Water Supply/ Quality	<div>Head Plumber, Utilities 604-816-9364</div>	<div>People &amp; Process Manager, Mech Trades, EWS  Russell Neal 604-839-6790</div>	<div>Senior Manager, Mechanical Utilities  Doug Doyle 604-306-0452</div>	<div>Manager, Electrical Utilities  Richard Hugli 604-803-0035</div>
Outside Flood	<div>Head Plumber, Utilities 604-816-9364  And if de-energization is required Head Electrician 604-817-8348</div>	<div>People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	<div>Senior Manager, Mechanical Utilities  Doug Doyle 604-306-0452</div>	<div>Manager, Electrical Utilities  Richard Hugli 604-803-0035</div>
Outside Gas/Sewer Back Up	<div>Head Plumber, Utilities 604-816-9364</div>	<div>People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	<div>Senior Manager, Mechanical Utilities  Doug Doyle 604-306-0452</div>	<div>Manager, Electrical Utilities  Richard Hugli 604-803-0035</div>
Power Outage	<div>Head Electrician, Utilities 604-916-0631</div>	<div>Manager, Electrical Utilities  Richard Hugli 604-803-0035</div>	<div>People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	<div>People and Process Manager, Electrical Trades  Mike Paley 604-910-6710</div> <div>Senior Manager, Electrical Trades  Darko Jelic 604-830-5883</div>

# UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

## MAJOR BUILDING RELATED EMERGENCIES AND OUTAGES

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

# UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

## MAJOR BUILDING RELATED EMERGENCIES AND OUTAGES

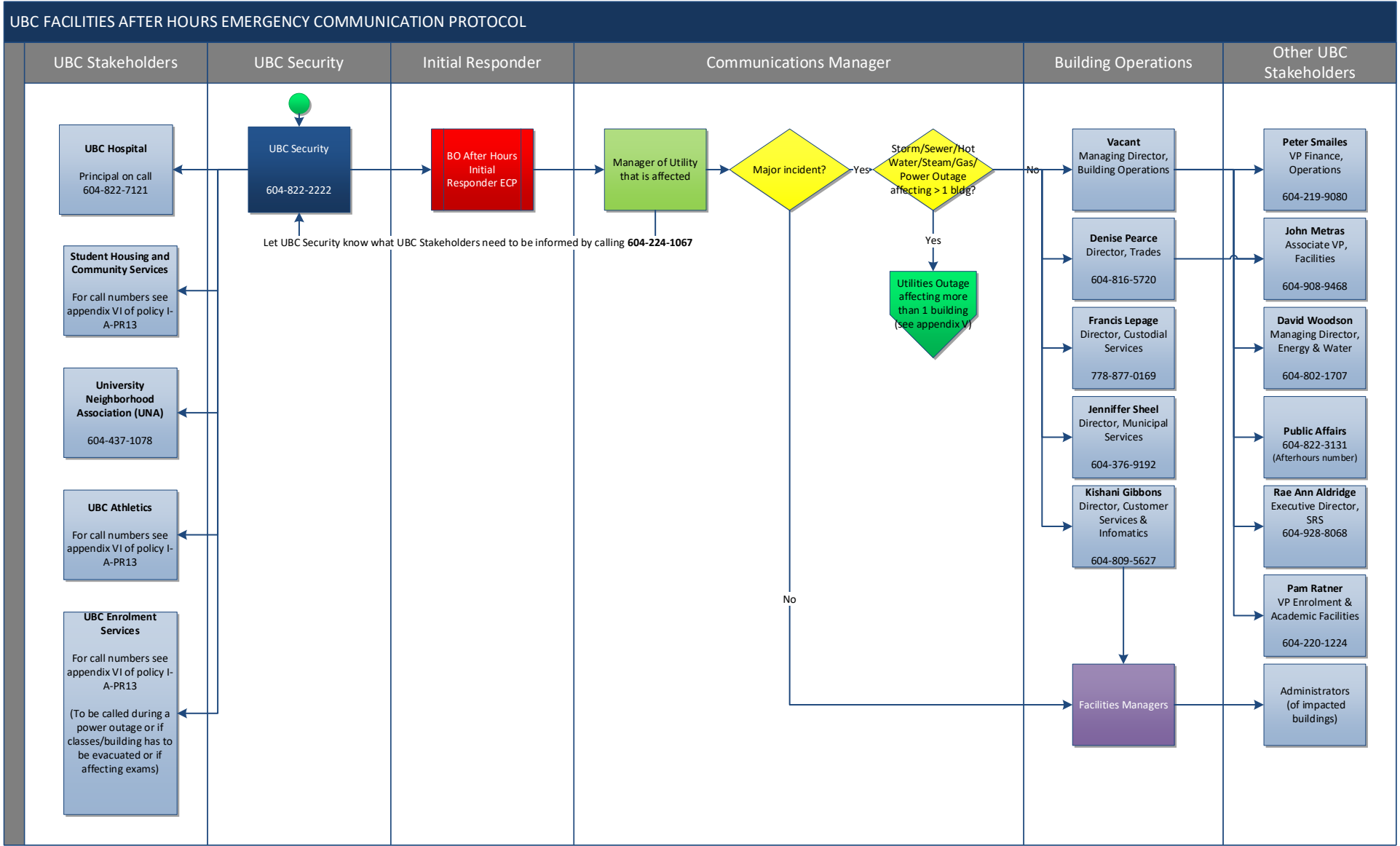
	Initial Responder	Communications Manager
High Profile B&E or Theft	<div>RCMP 911 and Head Locksmith 604-816-0163 And (if windows are broken) Head Painter 604-816-5721</div>	<div> <div>                     People &amp; Process Manager, Architectural Trades                       Kevin Morris 604-788-4442                 </div>                     or                     <div>                     Senior Manager Architectural Trades                       Frank Crudo 604-861-6709                 </div>                     or                     <div>                     Technical Specialist, Architectural Trades                       Michael Cunningham 604-828-2064                 </div> </div>
Custodial	<div>                     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)                 </div>	<div> <div>                     Director, Custodial Services                       Francis Lepage 778-877-0169                 </div>                     or                     <div>                     Operations Manager Custodial Services                       Sean Lynch 778-689-2531                 </div>                     or                     <div>                     Operations Manager Custodial Services                       Barry Brooks 604-319-9726                 </div> </div>
Confirmed Bomb Threat	<div>RCMP 911</div>	<div> <div>                     Assistant Supervisor Custodial Services                       604-328-7028                 </div>                     and                     <div>                     People &amp; Process Manager, Mech Operations                       Lee McCormick 604-830-2880                 </div>                     and                     <div>                     People &amp; Process Manager, Thermal Energy Plants                       Jason Rako 604-351-1692                 </div> </div>
Other		<div> <div>                     Senior Facilities Manager                       Francois Desmarais 604-250-3825                 </div>                     or                     <div>                     Facilities Manager                       Patrick Wong 604-764-2467                 </div>                     or                     <div>                     Facilities Manager                       James Bellavance 604-838-6694                 </div>                     or                     <div>                     Facilities Manager                       Mark Donald-Jones 604-250-3883                 </div> </div>

# UBC FACILITIES – AFTER HOURS EMERGENCY RESPONSE AND COMMUNICATION PROTOCOL

## MAJOR GROUNDS RELATED EMERGENCIES

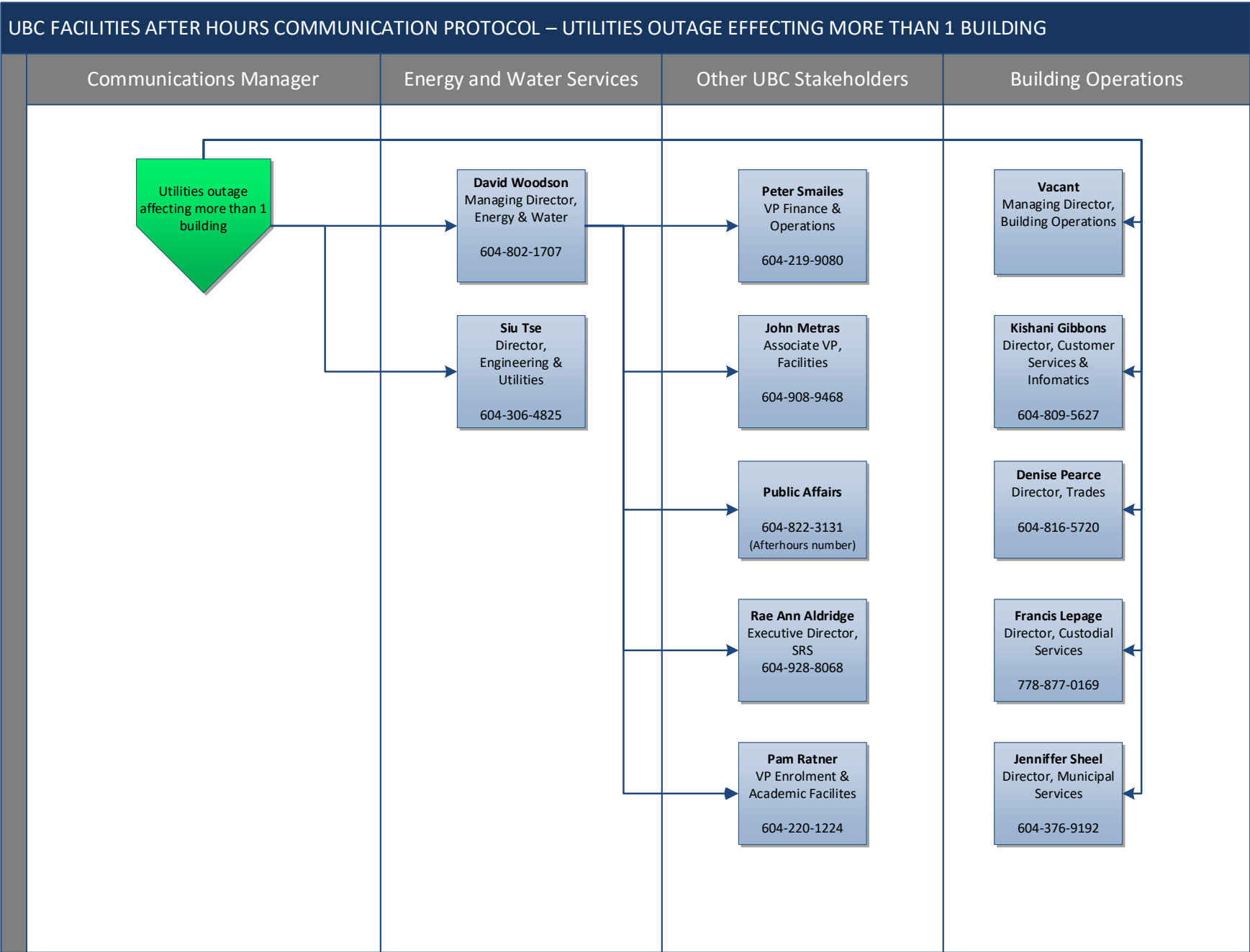
Initial Responder		Communications Manager							
Snow/Ice/Sink hole	<div>Head SOS 604-788-1735</div>	Call →	<div>Municipal Manager SOS  Calvin Cheung 604-970-7537</div>	or	<div>Municipal Manager Waste Mgmt &amp; Garage  Tamas Weidner 604-319-4493</div>	or	<div>Municipal Manager Soft Landscape  Dale Low 604-839-6574</div>		
Tree Down	<div>Head Landscape Tech II 604-818-7550 Or 604-341-6020</div>	Call →	<div>Municipal Manager Soft Landscape  Dale Low 604-839-6574</div>	or	<div>Municipal Manager Waste Mgmt &amp; Garage  Tamas Weidner 604-319-4493</div>	or	<div>Municipal Manager SOS  Calvin Cheung 604-970-7537</div>		
Fire	<div>Fire Department 911 and Head Landscape Tech II 604-818-7550 Or 604-341-6020</div>	Call →	<div>Municipal Manager Soft Landscape  Dale Low 604-839-6574</div>	or	<div>Municipal Manager Waste Mgmt &amp; Garage  Tamas Weidner 604-319-4493</div>	or	<div>Municipal Manager SOS  Calvin Cheung 604-970-7537</div>		
Chemicals/Envir. Impact Spill (affecting storm/drain/sanitary)	<div>Fire Department 911 and SRS 604-827-0755 and Head SOS 604-788-1735 Head Utilities Plumber 604-816-9364</div>	Call →	<div>Communications Manager  People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	and	<div>Incident Control Manager  Senior Manager, Mechanical Utilities  Doug Doyle 604-306-0452</div>	or	<div>Manager, Electrical Utilities  Richard Hugli 604-803-0035</div>		
Chemicals/Envir. Impact Spill (not affecting storm/drain/ sanitary)	<div>Fire Department 911 and SRS 604-827-0755 and Head SOS 604-788-1735 Head Utilities Plumber 604-816-9364</div>	Call →	<div>Municipal Manager SOS  Calvin Cheung 604-970-7537</div>	and	<div>People &amp; Process Manager, Trades, EWS  Russell Neal 604-839-6790</div>	or	<div>Municipal Manager Waste Mgmt &amp; Garage  Tamas Weidner 604-319-4493</div>	or	<div>Municipal Manager Soft Landscape  Dale Low 604-839-6574</div>
Major Transportation Blockage	<div>UBC Security 604-822-2222 and (if UBC jurisdiction) Head SOS 604-788-1735</div>	Call →	<div>Municipal Manager SOS  Calvin Cheung 604-970-7537</div>	or	<div>Municipal Manager Soft Landscape  Dale Low 604-839-6574</div>	or	<div>Municipal Manager Waste Mgmt &amp; Garage  Tamas Weidner 604-319-4493</div>		

APPENDIX IV - Emergency Communication Protocol (After Hours) Workflow





APPENDIX V – Emergency Communications Protocol (After Hours) – Utilities Outages Affecting More than One Building



## 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:**  
1<sup>st</sup> Call: Facilities Reception 604-822-4911 (7:30 am to 3:30 pm M-F)  
2<sup>nd</sup> Call: Associate Director Facilities, Andrew Powter Cell: 604-313-4352  
3<sup>rd</sup> Call: Director Facilities & Building Services David Kiloh Cell: 604-202-3361  
**Student Housing After Hours:**  
1<sup>st</sup> Call: Gage Front Desk 604-822-1020  
2<sup>nd</sup> Call: Duty RLM pager 604-735-6433  
3<sup>rd</sup> Call: Associate Director Facilities, Andrew Powter Cell: 604-313-4352  
4<sup>th</sup> 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:**  
1<sup>st</sup> 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
3. University Neighborhood Association (UNA) – 604-437-1078  
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