



Emergency Response Plan





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Scope of Emergency Response Plan

The emergency response plan is designed to prepare staff, students and managers to effectively deal with a critical situation and to instill a sense of responsibility in all of us. Nevertheless, an emergency response plan can't anticipate in minute detail every action to be taken in an emergency situation. For this reason, the elements of this plan will have to be adapted to the specific characteristics of each emergency situation, whether for the CCNB as a whole or for a particular campus or campuses.

In any crisis intervention, it's important to emphasize that panic and anger must never be allowed to take over and that you must avoid intervening alone. Also, the success of emergency measures depends to a large extent on the quality of the communication system in place.

Responsibilities and Duties

Emergency Measures Coordinator

- Coordinate emergency situations.
- Communicate with staff and students.
- Act as liaison between the CCNB Emergency Measures Team (Board of Directors) and the local emergency measures team.
- Assign roles within the local emergency measures team.

This role can be filled by:

- The Assistant Director of Administrative Services (DASA).
- The Assistant Director of Learning and Student Success (DAARÉ).
- The Dean.
- Any other person designated in the circumstances.

Liaison Officer

This is the contact person for external emergency services (police, fire department, ambulance).



This role can be filled by:

- Building maintenance supervisor.
- Maintenance repairer II.
- Any other person designated by the building maintenance supervisor, in collaboration with the DASA.

Emergency Officer

Staff members designated to intervene in emergency situations. Their immediate intervention is called for according to the order of priority established for each building. Emergency officers must be employees who can always be reached during working hours. They must also have the skills to intervene appropriately in an emergency situation, such as a verbal or physical assault on another person. A list of emergency officers is available at the campus reception.

Evacuation Team

Team made up of staff members designated to coordinate the evacuation of a part of a building, to ensure that evacuation proceeds quickly and efficiently when necessary.

Depending on the campus and emergency services, the responsibilities of this team may vary. Staff members and students evacuate the building to the assembly point designated on posted evacuation plans.

Evacuation Team for Staff or Students with Reduced Mobility

People with reduced mobility (temporary or permanent) are assigned one or more attendants to support them.

It is the student's responsibility to inform his or her coordinating teacher of any mobility problems and to complete the necessary form, which will be submitted to the DASA.

It is the employee's responsibility to inform his or her supervisor of any mobility problems and to complete the necessary form, which will be submitted to the DASA.

If it is difficult or impossible to help the person with reduced mobility during an evacuation, one of the attendants must notify the fire department so that it can assist with the evacuation.



All information relating to the evacuation of students and staff with reduced mobility must be recorded in the liaison officer's kit.

DASA (Assistant Director of Administrative Services)

He or she is responsible for:

- Preparing and obtaining the fire marshal's approval of the campus evacuation plan.
- Reviewing the list of the evacuation team members annually.
- Reviewing the list of emergency officers annually.
- Arranging for staff and students to be informed about the evacuation plan.
- Ensuring that an evacuation plan is posted in designated areas.
- Sending evacuation instructions to staff twice a year (in September and January).
- Coordinating the overall evacuation in emergency situations.
- Ensuring that employees assigned to the first aid service have completed the Workplace Standard First Aid Course, as stipulated in WorkSafe New Brunswick's Regulation 2004-130.
- Designating a first aid room at each campus.
- Ensuring that receptionists understand their role if they receive calls for different emergency situations.
- Providing designated attendants with the necessary instructions.
- Ensuring that WorkSafe New Brunswick's *First Aid Regulation* requirements are met.
- Appointing people to check the contents of first aid kits found in common areas.

Associate Dean

He or she is responsible for:

- Reminding teachers about emergency procedures at the beginning of the college year.
- Collaborating with the DASA to ensure that their area complies with safety requirements.
- Appointing people to regularly check the contents of first aid kits in workshops and laboratories where there is a significant health risk.



Communications Department

The Communications Department acts as the contact person for the media. The DASA is responsible for notifying the Communications Directorate of any emergency situation.

Emergency Measures Team

The team is made up of managerial staff who meet to make decisions in emergency situations, in collaboration with external emergency services. It should be noted that the responsibility for managing a major crisis could be assumed by an external service (e.g., police).

The CCNB emergency measures team is made up of members of the Board of Directors and may call on any manager for strategic decision-making.

The local emergency measures team is made up of the campus dean, the DASA, the DARÉÉ and the building maintenance supervisor. The team may also include one or more emergency officers.

The emergency measures team determines where and when the emergency operations centre will be located.

Teaching Staff

At the start of the program, teaching staff must read evacuation and lockdown instructions to students and show them where the emergency exit is located.

Teachers must also ensure that students follow the instructions set out in the emergency plan, depending on the situation.

Emergency Responders

Persons who have received first aid training and are responsible for providing first aid at the CCNB. The list of emergency responders is available at the campus reception.

First Aid

First aid is limited to sustaining care using basic first aid skills. For major emergencies, call 911.



Emergency Operations Centre

It is the designated location for coordinating all emergency response and support activities. The emergency operations centre enables the emergency measures team to communicate orders, organize meetings and work on crisis management without leaving the institution. This location is also the assembly point for external emergency services involved in the crisis management.

Communicable Disease

Communicable diseases are a serious threat to all New Brunswickers. As an employer and as a post-secondary educational institution, we have an obligation to take all reasonable precautions to ensure the health and safety of our employees and of our student population. This includes prevention efforts to eliminate or reduce the risk of disease transmission on our campuses. It should be noted that the CCNB guidelines may change depending on the directives issued by the Office of the Chief Medical Officer of Health for New Brunswick.

This plan has been created to reduce the spread of communicable diseases within CCNB facilities. The plan will be updated on a regular basis. Note: The CCNB takes every necessary precaution to ensure site sanitation, but there is always a risk of outbreaks, as in all public institutions.

For more information: [Communicable Disease Control-Office of the Chief Medical Officer of Health \(gnb.ca\)](http://gnb.ca)

Confinement

Definition

Confinement is a safety procedure designed to help protect students, staff and other building occupants from an imminent source of danger, whether internal or external. At the CCNB, we have two types of confinement: lockdown and hold and secure.



Difference Between Lockdown and Hold and Secure

- **Lockdown:**
Lockdown or “Confinement barricadé” is used when there is a threat of violence in or against the building. The occupants hide and remain in place until the situation is resolved. The building occupant has the choice of running, hiding or fighting during a lockdown.
- **Hold and Secure:**
Hold and Secure or “Confinement de sécurité” is used when an emergency situation occurs off campus and is not related to the campus. The campus is locked down, and activities take place as normal. No one may enter or leave the building until the situation has been resolved.

Lockdown Notice

The CCNB is equipped with a computerized alert system in its main buildings to trigger a lockdown. The college population will be informed by one or more communication channels during a lockdown:

- Audible alerts from the intercom system.
- Visual alerts via blue emergency lights in certain areas or campuses.
- Alerts via the “Alertus” mobile application.
- Alert message on CCNB-owned computer screens connected to the CCNB network.

For More Information on Alertus

General confinement guidelines are posted at external training sites that do not offer the ability to use the communications channels mentioned.

Run-Hide-Fight (Fuir-Cacher-Combattre)

The intention behind the **“Run-Hide-Fight”** model during a lockdown is to empower individuals, focusing on getting as many people as possible away from the incident in the safest way possible.



- **Run** if you can to the nearest exit from the threat to a safe area off campus. If you can't get out safely, run to the nearest room and hide.
- **Hide** in a lockable room if possible, if it's not safe to run.
- As a last resort, **fight** the threat with everything you can to save your life and the lives of others. Take all the measures you can to eliminate the threat.

Expectations During Lockdown

- Get out of corridors or open areas; find the nearest safe room.
- If you are outside, do not enter the building.
- If you are in a classroom, laboratory or office, lock or barricade the doors. Use furniture or equipment to block doors that cannot be locked. Check the inside of the door for the locking mechanism.
- If possible, turn off equipment and lights.
- Cover outside windows (close curtains if possible) and keep away from windows and doors.
- Stay close to the ground and use furniture as cover.
- Remain calm.
- Do not use cell phones (due to possible interference with police communications), unless you are transmitting vital information about the crisis situation to authorities or campus management.
- Do not open doors or pass through corridors until the end-of-lockdown message has been given in person by police authorities.

Hold and Secure ("Confinement de sécurité")

When the decision is made to go into hold and secure mode, it is announced by e-mail to the college population by the Assistant Director of Administrative Services or his or her delegate. Verbal notification may also be made via the campus intercom system:

"Your attention please, due to an external danger, the campus is under hold and secure. The exterior doors of the campus are locked and you are asked not to leave the building for the duration of the hold and secure. An announcement will be made once the hold and secure ends. Thank you."



For the duration of the hold and secure, the card system on the outside doors is deactivated. No one may enter or leave the building until the situation has been resolved.

Internal campus activities (classes, laboratories, meetings, etc.) continue as normal to the extent possible.

When the hold and secure ends, a second announcement is made by e-mail and a verbal notice may be issued over the intercom system to inform the college population.

Lockdown Practice

A lockdown practice is carried out twice a year. During these practices, only the hide element of the "Run-Hide-Fight" model is put into practice.

A date and a two-hour time slot are identified and communicated to the college population for these practices and a reminder is issued a few days before the practice.

A few minutes after the lockdown alert system is triggered, a sweep team checks the campus and ensures that lockdown instructions are being followed.

The end of a lockdown practice is announced by either of the following methods: a message in the Alertus application or verbal notification via the campus intercom system.

What Not to Do During a Lockdown

- Open the door to anyone until instructed to do so by emergency measures officials.
- Pull or activate the fire alarm, except in the event of fire or smoke.
- Leave the area you are in without being instructed to do so by emergency measures officials unless it is unsafe to remain there.
- Attempt to locate the source of sounds resembling gunshots or detonations.
- Note: For safety's sake, assume that the sound is gunfire and follow the procedures outlined herein.



First Aid

Injured Person

Anyone witnessing an accident must render assistance according to their skills and only if their health and safety are not in danger. Whenever possible, several people can be involved in the situation, as follows: the first person takes charge of the injured person while waiting for the arrival of the person in charge of first aid or the ambulance; the second person takes charge of making the necessary calls.

- 1- If someone on site has a first aid course, he or she takes charge of the injured person. If not, call the receptionist so that he or she can contact an employee with a first aid course. The list of emergency responders can also be posted on first aid kits and in other places considered necessary.
- 2- If the emergency responder is not available or is unable to assist the injured person, call 911.

First Aid Kit

- All workshops and laboratories where there is a high risk of injury must be equipped with a first aid kit, as must be any area remote from a first aid room.
- The ADAS designates employees responsible for first aid kits within the campus in designated areas, while the Associate Dean designates teachers responsible for first aid kits and specialized equipment in laboratories and workshops.
- A first aid kit must include a list of its contents. Persons responsible for first aid kits must check regularly, at least four (4) times a year, that their kit contains all the items specified on the list and must order any missing items from the store.



In the Event of Fire

If you witness a fire that you can't control, activate the alarm system, which will cause the building to evacuate completely.

However, if you're sure that you can control the fire, you should use a fire extinguisher.

In the Event of Uncontrolled Fire

- Leave the fire area immediately.
- Activate the fire alarm and call 911.
- Follow the building's evacuation plan.
- Do not use the elevator.
- Close doors after escorting people out.
- Go to your designated assembly point.
- Do not leave or re-enter the building until instructed to do so.

In the Event of Thick Smoke

- It may be safer to stay in your area.
- Block smoke with wet towels, etc.
- Crouch down. If you see smoke in a staircase, use another exit or take refuge in a safe room.
- Remain calm.

Activating the Alarm System

- If you witness a fire, explosion or even smoke, remain calm, cease all activity and leave the premises immediately.
- Activate the alarm system immediately.



Use of Fire Extinguisher

- If the fire is not too large, use a fire extinguisher, but only if your life is not in danger.
- Stand by an exit in case the fire becomes uncontrollable.
- Avoid getting too close to the fire when handling the extinguisher.
- Stay as bent over as much as possible and avoid breathing in smoke.
- Never turn your back on a fire, even if you think you have it under control.
- If the fire gets worse, get out immediately, close the door behind you and activate the alarm system.

Chemical or Biological Spill or Contamination

If you find a spill of an unknown material and there is smoke, fire or a very strong odour, call 911 and notify your supervisor immediately.

If the product does not meet the above criteria, close the area and contact your supervisor. Your supervisor will contact the Assistant Director of Administrative Services, with all the information needed to reach the person responsible for this area, so that the situation can be resolved within the prescribed timeframe.

Employees who use laboratories are responsible for displaying and maintaining a register of all chemical products found in the laboratory and warehouses.

Threatening Behaviour and Assault

If you find yourself in front of someone who is behaving in a way that raises concern or shows aggression (verbal or physical), communicate calmly with the person and use sympathetic arguments towards them.

Call the reception so that it can notify an emergency officer.

Anyone who witnesses such a situation must contact an emergency officer immediately. If you are a student and witness such a situation, inform a teacher or other staff member who will be able to call an emergency officer.



In some employee offices, panic buttons may have been installed. In the event of a panic button being triggered, the person answering the call must notify an emergency officer.

Threatening Communications

Threatening communication is any form of communication intended to manipulate, control, hurt or intimidate a person (the victim) in order to bring about a change in his or her behaviour.

Upon Receipt of a Threatening Communication in Person

- Treat all threats seriously.
- Inform the DASA immediately.
- If the communication is deemed threatening, you must also report the incident to the police.

If the Communication is Received in Writing

- Limit handling of the letter.
- Keep the envelope.
- Do not write anything on the letter or document. Note the date and time of receipt on another document.
- Inform the DASA immediately.

If the Communication or Photos are Received by E-mail or on Social Media

- Take screenshots of the threats.
- Note the date and time of receipt.
- Note any other details you may notice about the threat (location, user nicknames, etc.).
Do not reply to or engage in discussion with the sender and do not forward the message to others.
- Inform the DASA immediately.



If the Communication is Received by Telephone

- Write down the date, time and telephone number of the caller.
- Write down what is said in detail.
- Do not argue with the caller.
- Do not transfer the call.
- Do not make any other calls from the same device where the call was received.
- At the end of the call, inform the DASA immediately.

If You Witness an Intruder at the College

Student

Notify your teacher or any other staff member, given the situation.

Employee

With the help of another person, ask the person to identify himself or herself, but only if your safety is not at risk. If the person's identification seems suspicious, immediately inform an emergency officer or the DASA.

Earthquake

What to Do

- Let yourself fall to the ground; take shelter under a sturdy desk; hold on to something solid as much as possible.
- Take shelter under desks, tables or other fixed furniture that can protect you from flying glass and debris.
- Stay away from windows, skylights and overhead light fixtures.
- If you're in an elevator, press all floor buttons and get out as soon as you can.
- Leave the building only when it is safe to do so, as instructed by emergency measures officials, using the stairs and not the elevator.
- During evacuation, be aware of possible hazards (e.g., falling glass, electrical wires).
- Carry a first aid kit and flashlight.
- Once outside, go to the designated assembly point or nearest location.



- Wait for instructions from those in charge of emergency operations.

What Not to Do

- Activate the fire alarm to evacuate the building, except in the event of fire.
- Evacuate or return to the building unless instructed to do so by emergency measures officials.
- Take the elevator if instructed to evacuate the building, if you are in an elevator, stay calm and exit at the next stop.

Hostage Taking

- Do not oppose the hostage taker.
- Be discreet.
- Don't stare at the hostage taker.
- Adopt an attitude of acceptance, be patient and control your emotions.
- If the police storm the premises, expect loud noises and possibly tear gas and smoke.
- Do not move; lie down on the ground with your hands over your ears.
- Follow all police instructions.
- Expect the police to handcuff you and take you outside. Do not resist; this is common police practice.
- Cooperate fully with police and investigators.

If You are Taken Hostage

- Remain passive and calm.
- Stay as far away as possible from the hostage taker.
- Avoid creating any conflict with the hostage taker.
- If there are injured persons, attend to them if it is safe to do so.
- Keep in mind that help is on the way.



Bomb Threat

All bomb threats should be considered real and require appropriate attention unless there is sufficient evidence to the contrary.

- If a suspected bomb is found, do not touch it and remain calm.
- Immediately inform the DASA and the building maintenance supervisor and call 911.
- Do not delete any recorded or digital messages and limit handling of written messages.
- If the threat is received over the phone, make a note of any information disclosed by the caller and pass the information on to your supervisor and the authorities.

Suspicious Package

In the Event of a Suspicious Package

- Check with those present to see if anyone claims it.
- Note the object's characteristics (e.g., type, location, shape, sender, etc.).
- Leave the object where it is and walk away immediately.
- Notify your manager or supervisor immediately.
- Call 911 to report the package.
- Make sure that no one approaches until the area has been secured by emergency measures officials; wait for instructions.
- Remain at the disposal of emergency measures officials to provide them with information.

If Substances Such as Powder or Liquid Escape from the Package

- Secure the area and, if there is anything unusual, make a note of it.



- Ask someone to call for help.
- If you have handled the package, avoid touching your face to reduce the risk of dispersion, wash your hands and change your clothes as quickly as possible.

What Not to Do

- Touch the object.
- Use a wireless device such as a cell phone near the object.
- Return to the building or area without being instructed to do so by those in charge of emergency operations.

Evacuation

In the absence of instructions from appropriate CCNB sources or emergency responders, on-site managers must use their discretion and evacuate the building if they deem it prudent to do so.

- If students and staff must be evacuated, remain calm and leave the building in accordance with the building evacuation plan or the emergency responders' instructions.
- Do not give a specific reason for the evacuation.
- If evacuation is necessary, leave windows and doors open, if possible.

Power Outage

- Don't panic and stay in one place until your eyes adjust to the darkness.
- Using any available light source, orient yourself to a safe location and wait for instructions from a supervisor.
- The building maintenance supervisor will call the local electrical utility (NB Power, etc.) to assess the duration of the outage.
- Carefully head for an area lit by emergency lighting or natural light (if possible, take along a first aid kit and a flashlight).
- In the event of an evacuation order, it is important to evacuate without delay, as emergency lighting will only remain on for a short time and the duration of a power outage is always uncertain.



In the event of an evacuation, proceed to your designated assembly point. Make sure that all your team members are accounted for.

***Note for janitors: please wait for your supervisor's instructions and gather in a safe place in the meantime.

Water Interruption

The ADAS and the infrastructure team analyze the situation according to severity and to the "Sprinkler Impairment Program". A communication will be made if it is necessary to communicate directives or close the campus.

Cybersecurity

We receive phishing e-mails on a regular basis, but new techniques are being reported with the aim of getting a hold of your password or sensitive information. It is important to treat all the e-mails you receive very carefully, and don't hesitate to contact our team at tic.cybersecurite@ccnb.ca if you ever have any doubts.

Postvention

Responding to Tragedy

Whatever the nature of the situation, people who are closely involved will be more likely to develop harmful short- and long-term reactions. "Normal" people will experience "normal" reactions to "abnormal" situations. Reactions may vary from one individual to another, and no one remains indifferent to a tragic situation.



Postvention Team

The campus leadership team is responsible for ensuring that a task force is set up to respond to needs. The team is responsible for implementing the postvention plan and determining the nature of the interventions required, depending on the situation and level of severity. These could include venting sessions, individual counselling, defusing, verbalization, referral to external agencies for follow-up, and so on.

Interventions

Notify the DASA who will advise the resources required and provide the instructions to be followed for the intervention.

After the Incident

- Management calls the employee and family assistance program so that a consultant may be dispatched to help the employees and students concerned.
- Management completes an incident report.
- Employees who witnessed the incidents must write a description of the events.
- Witnesses may be invited to meet the police, if applicable.
- Investigate the incident in order to assess the level of risk in the workplace and consider safety improvements.

Communication

Types of communications

Information management is part of crisis management. In a tragic situation, the first type of communication is the dissemination of clear directives to staff members and the student population. This type of communication is primarily the responsibility of the Board of Directors. The second type of information is



provided to the media. The CCNB Communications Department, in consultation with the DASA, acts as liaison between the CCNB and the media.

Communication with Staff and Students

The President and Chief Executive Officer or the campus DASA informs staff members of the outcome of the incident and of the actions taken.

Depending on the Seriousness of the Situation, One or More of the Following Means of Communications Will Be Used

- Message in the institution's main voice mailbox.
- Message on the CCNB website.
- Message via social media.
- Message by e-mail.
- Meeting with staff members.
- Meeting with students.

Communication With the Media

A climate of collaboration with the media must be established to ensure that facts are communicated without divulging information that could harm the investigation or infringe on the privacy of the victims.

The Communications Department acts as liaison between the emergency measures team and the media. It gathers all the facts surrounding the crisis as quickly as possible, before planning and organizing interviews, press conferences, press releases and contacts with the various media. Information must be concise in order to eliminate anxiety, rumours and chaos, especially among family members involved.

If the Communications Department chooses to hold a press conference, the DASA is responsible for finding a location for the event.

From the outset, the Communications Department provides the media with the following information:

- Explains its role in disseminating information.
- Communicates access restrictions and those issued by emergency services.



- Informs of the designated media area, if applicable.

Media Protocol

- In addition to the President and Chief Executive Officer, the only entity authorized to speak publicly with the media is the Communications Directorate or any other person delegated by them.
- Following an emergency situation, the emergency measures team, with the support of the Communications Department, issues an official statement on the incident, which is transmitted to the media by the Communications Department as soon as possible.
- Requests for interviews with staff or students are forwarded to the Communications Department for evaluation and response.
- The Communications Department provides a briefing for those who will be participating in media appearances.
- Where appropriate, a press release setting out specific facts is prepared and distributed to the media.

When holding a press conference, certain points must be respected:

- The Communications Department is accompanied, as needed, by emergency services and selected individuals, based on their involvement in the crisis response; they answer questions according to their field of expertise.
- The Communications Department, or a person delegated for this purpose, leads the press conference to allow the appropriate people to answer questions.
- Report only known facts and avoid speculation.
- Never make confidential or unofficial comments.
- Allow emergency services to identify victims or suspects, as appropriate.