

BUSINESS - SCHOOL OPERATIONS

Emergency Notification - Central Monitoring Station

1.0 Purpose

The purpose of this procedure is to establish a 24/7/365 process for ensuring prompt recognition of significant incidents or events and subsequent notifications. This procedure is for communications purposes only and does not replace or supersede any existing emergency response procedures such as the 9-1-1 Emergency Flipchart.

2.0 Definitions and Roles

- 2.1 Significant Incident or Event means an unexpected or unplanned event which could have impact on health, environment, or operations. For example, any incident or event that could impact school occupancy, is considered significant.
- 2.2 The Manager, Health and Safety is responsible for maintaining and communicating this procedure.
- 2.3 Department Managers are responsible to inform external agencies that they directly interact with, e.g. Health Departments, Works Department, etc., of this Procedure.

3.0 Emergency Notification –During On-hours

- 3.1 Operational emergencies, e.g. school not opened, are managed through Facility Services between the hours of 7:00 a.m. through 11:00 p.m. Daytime support can be reached at (905) 666-6427-Custodial Services and (905) 427-2155-Maintenance Services. Evening support is available at:
 - a) (905) 243-8784 for Ajax/Pickering/North.
 - b) (905) 261-6493 for Whitby/North.
 - c) (905) 242-5113 for Oshawa/North.

4.0 Emergency notification – during Off-Hours, Holidays and Weekends

All emergency calls, outside of on-hours coverage, are directed through the Central Monitoring Station at (905) 665-8932 (monitoring.support@ddsb.ca).

5.0 Central Monitoring Station

Operational emergencies, e.g. alarm signals, are managed by dispatching on-call DDSB Security Staff. These staff will investigate on-site and report back to Central Monitoring.

Emergencies that are non-routine and are, or have the potential to become, a significant incident/event shall be managed in accordance to 6.0 – Off-Hour Significant Incident/Event.

Appendix:

Appendix 1 – Monitoring Station – After Hours – Emergency Notification Matrix

Appendix 2 – Emergency Notification Form

Appendix 3 – Emergency Notification Flow Chart

Effective Date

97-04-02

Amended/Reviewed

2006-08-08

2010-09-10

2014-12-04

2018-06-01

2018-09-11

MONITORING STATION – AFTER HOURS
EMERGENCY NOTIFICATION MATRIX

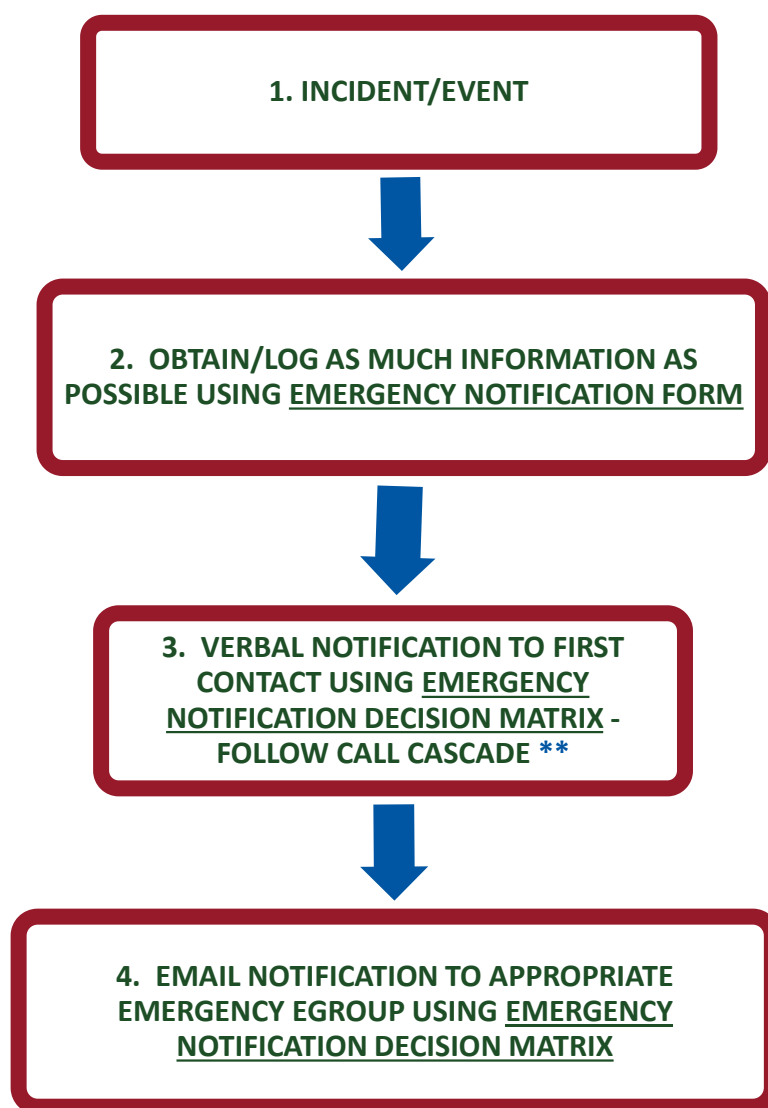
EMERGENCY	LEAD		SUPPORTING DEPARTMENTS	EGROUP
FACILITY (e.g. Fire, Flood, Power)	Sr. Manager Fac. Serv. Sr. Manager Fac. Serv. Manager Maint. Manager Cust. Serv. A. Manager Cust.Serv.	Call Cascade  Until a LEAD is reached	Communications Operations Health & Safety	Sr. Managers Facilities Services Manager Maintenance Manager Custodial Services Communications Manager Supervisory Officer Operations Manager Health & Safety Manager Early Yrs & Childcare Associate Director *
PEOPLE (e.g. Public Health Alert)	Supt Operations Operations Officer		Communications Facilities Services Health & Safety	Supervisory Officer Operations Manager Communications Sr. Manager Facilities Services Manager Health & Safety Associate Director *
ENVIRONMENTAL/EXTERNAL (e.g. Chemical Spill, Gas Leak, Release of Noxious Substance, Police Activity)	Supt Operations Supt Safe Schools Operators Officer Safe Schools Officer		Communications Facilities Services Health & Safety	Supervisory Officer Operations Supervisory Officer Safe Schools Sr. Managers Facilities Services Manager Maintenance Manager Custodial Services Manager Communications Sr. Manager Facilities Services Manager Health & Safety Manager Early Yrs & Childcare Associate Director *
NUCLEAR	Use Annex A – DDSB Staff Nuclear Emergency Notification Form-from DDSB Nuclear Emergency Procedures		Use Annex A – DDSB Staff Nuclear Emergency Notification Form-from DDSB Nuclear Emergency Procedures	Use Annex A – DDSB Staff Nuclear Emergency Notification Form-from DDSB Nuclear Emergency Procedures
* Add applicable Area Superintendent/Administrator Officer/Custodial Supervisor				

EMERGENCY NOTIFICATION FORM

EMERGENCY	DETAILS
1) BRIEF DESCRIPTION OF EVENT (INCLUDING TIME OCCURRED)	
2) IDENTIFY DAMAGE, INJURIES, OPERATIONAL OR POTENTIAL IMPACT (E.G. IMPACT BUILDING OCCUPANCY?)	
3) RESPONSE ACTIONS REQUESTED/IMPLEMENTED	
4) LOCATION OF FACILITY OR EVENT	
5) STATUS OF EVENT – ONGOING OR COMPLETE	
6) NAME AND CONTACT INFORMATION, INCLUDING AFFILIATION, OF PERSON CALLING/RESPONSIBLE FOR HANDLING EVENT RESPONSE	

EMERGENCY NOTIFICATION FLOW CHART**PURPOSE**

Prompt recognition of significant incidents/events and subsequent notifications.
Note – for communication purposes only –does not replace or supersede any existing emergency response procedures (e.g. 9-1-1 Flipchart)



**** NOTE:** If the first level of cascade cannot be reached directly, leave a message and continue to call the next cascade contact until a live person is reached