

**EMERGENCY RESPONSE PLAN**  
**Laurentian & Federated Universities**

TABLE OF CONTENTS

Preface (Mission Statement . . . . .	2
Committee Membership . . . . .	3
Emergency Response Coordination Objectives . . . . .	4
Emergency Communication Centre . . . . .	5
Directory of Emergency Management Team . . . . .	6
C.P.R. and Emergency First Aid Assistance . . . . .	7
Security Services . . . . .	8
Physical Resources . . . . .	8
Other Departments . . . . .	8
Media Relations . . . . .	9

EMERGENCY RESPONSE PROCEDURES

Assaults . . . . .	10
Abusive Person . . . . .	11
Bomb Threats . . . . .	12 - 21
Civil Disorders . . . . .	22
Closure/Cancellation of Classes - Severe Weather . . . . .	23 - 29
Critical Injury . . . . .	30
Deranged Persons . . . . .	31
Disgruntled Employee . . . . .	32
Fire Evacuation Plan . . . . .	33
Hostage Taking . . . . .	34
Labour Disputes . . . . .	35
Loss of Services . . . . .	36
Natural Phenomena . . . . .	37 - 38
Road Closures on Campus . . . . .	39
Sexual Assault . . . . .	40 - 43
Spills/Leaks . . . . .	44 - 46
Sudden Death (Accident/Criminal Act/ Natural Causes/Suicide) . . . . .	47 - 51
Recommendations . . . . .	52

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

## **MISSION STATEMENT**

The objective of the Emergency Response Plan is to control crisis situations and to safeguard people and property. This will ensure that leadership, order and preservation of life is maintained during and after a disaster or threat. By providing procedural guidelines, this plan is designed for initiation of appropriate emergency responses. It is the shared responsibility of all employees and students to participate and comply.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**COMMITTEE MEMBERSHIP**

The original committee, consisting of various members of the University community, drafted the first Emergency Response Plan on April 29, 1996.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**EMERGENCY RESPONSE CO-ORDINATION OBJECTIVES**

- Ë Protect Lives and Property
- Ë Evacuate Persons as Required
- Ë Assist and Advise Outside Agencies as Required  
(i.e., Police, Fire and Medical)
- Ë Provide Shelter as Required
- Ë Notify Appropriate Senior Personnel
- Ë Maintain Order
- Ë Prevent and Deter Criminal Activity
- Ë Control Traffic
- Ë Maintain Communications
- Ë Record the Event and Action Taken
- Ë Direct Students, Staff and Faculty Suffering from Stress  
and Anxiety to Available Resources
- Ë Meet after the Event, Examine Actions Taken and Recommend  
Improvements to Procedures
- Ë Restore Operations to Normal

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Laurentian and Federated Universities

**EMERGENCY COMMUNICATION CENTRE**

Establish a temporary Communication Centre to be equipped with telephone and radio equipment.

The City of Greater Sudbury Police, Ministry of Labour, etc., will contact this Centre for information and assistance.

This Communication Centre is located in the upper level of the Physical Plant, Planning and Security building. The Centre is well equipped with telephones and radio equipment. If this building is inaccessible or as circumstances dictate, the Centre will be relocated elsewhere.

Security Services - Extension 6562  
After Hours 673-2661

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Laurentian and Federated Universities

**EMERGENCY MANAGEMENT TEAM**

President, Laurentian University - Dr. Judith Woodsworth . . . . .	3410
Vice-President, Administration - Ron Chrysler . . . . .	3400
Vice-President, Academic (Anglophone Affairs) - Dr. Douglas Parker . . . . .	3402
Vice-President, Academic (Francophone Affairs) - Dr. Gratien Allaire . . . . .	3409
Director, Physical Plant - Norm Lajeunesse . . . . .	1510
Electrical/Mechanical Supervisor - Ted Therrien . . . . .	1502
Buildings and Grounds Supervisor - Carl Bisailon . . . . .	1508
Chief of Security - Larry Denomme . . . . .	4882
Occupational Health and Safety - Ron Blondin . . . . .	3016
University of Sudbury - Dr. Kenneth-Roy Bonin . . . . .	673-5661
Thorneloe University - Dr. Stephen Andrews . . . . .	673-1730
Huntington University - Dr. Douglas Joblin . . . . .	673-4126
Director of Services - Romeo Bertoli . . . . .	3003
Executive Director, Public Affairs - Gisele Pageau . . . . .	3416

Outside Resources When Required

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Laurentian and Federated Universities

**EMERGENCY FIRST AID AND C.P.R.**

For a complete list of all qualified personnel on campus, contact Security at Ext. 6562 or after hours at 673-2661.

**All Laurentian University Security Officers are qualified for Emergency First Aid and C.P.R.**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**Security Services**

Coordinates primary response and occupant evacuation.

Responds to all regulatory requirements including notification and investigation in compliance with outside authorities.

**Physical Resources**

Participates in initial response.

Emergency coordination for secondary response.

Directs trades people, custodians and others as required to cope with the emergency.

Assists outside agencies.

Director, Physical Plant,  
Norm Lajeunesse

Electrical Mechanical Supervisor,  
Ted Therrien

Buildings and Grounds Supervisor,  
Carl Bisailon

**Academic/  
Administration  
Departments**

Ensure evacuation of all occupants in area as directed.

Department Heads.

**MEDIA RELATIONS**

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Laurentian and Federated Universities

During any emergency or crisis on campus, it is important for the Emergency Response Team to deal effectively with the media. One person shall be designated to have all contacts with the media so that information exchanged will be accurate and consistent.

Good relations with the media are essential, as they can be of great assistance during any emergency response.

Executive Director, Public Affairs at Ext. 3416

CBC	688-3200
CBON/SRC	688-3200
Société Radio Canada télévision	688-3259
CJMX	674-6401
Le Voyageur	673-3377
MCTV	674-8301
Northern Life	673-5667
Q92/CIGM	566-4480
The Sudbury Star	674-5271
Northern Cable	560-1560

**ABUSIVE PERSON**

PRIMARY RESPONSE:

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

Victim's supervisor/faculty member.

SECONDARY RESPONSE:

Security Services, Ext. 6562

Generally, abusive persons are individual persons who, for reasons not justified under the circumstances, verbally abuse another person or threaten another person with vulgar, insulting or crude language, in a manner that genuinely gives that person reason to be concerned for his/her safety. These instances usually cause great anxiety and stress for the recipients and are considered by educational institutions as unacceptable conduct.

In most cases, these matters can be successfully resolved with subsequent interviews with the offending person. The person may not realize the seriousness of the incident. Security Services can often help in resolving the matter. If the incident is of a serious nature (i.e. where threats are issued or implied), Security Services shall consult with law enforcement officials.

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Laurentian and Federated Universities

**ASSAULT(S)**

PRIMARY RESPONSE:

Security Services, Ext. 6562

Law Enforcement agencies as required.

SECONDARY RESPONSE:

The following personnel may be contacted:

Executive Director Student Affairs, Denis Mayer

Academic Staff Relations, Dr. Douglas Parker

Representatives of the Federated Universities

Residence Manager, Paulette Lafortune

Director of Personnel, Branko Rayakovich

Executive Director Public Affairs, Gisele Pageau

Assault is a criminal offense and is covered by the Criminal Code of Canada.

Section 265 (1) of the Criminal Code of Canada states "a person commits an assault when (a) without the consent of another person; he/she applies force intentionally to that other person, directly or indirectly; (b) he/she attempts or threatens by an act or gesture, to apply force to another person, if he/she has, or causes that other person to believe upon reasonable grounds that he/she has, present ability to affect his/her purpose, or (c) while openly wearing or carrying a weapon or imitation thereof he/she accosts or impedes another person.

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Laurentian and Federated Universities

**BOMB THREAT PROCEDURE**

**TELEPHONE PROCEDURES:**

**CALL SECURITY           673-6562**  
**AFTER HOURS           673-2661**

***WHEN A BOMB THREAT IS RECEIVED***

- Listen carefully
- Be calm and courteous
- Do not interrupt the caller
- Obtain as much information as you can
- Initiate call trace action (where possible) and notify your responsible authority by pre-arranged signal while the caller is on the line.

***QUESTIONS TO ASK***

- How many bombs?
- How many locations?
- What time will the bomb explode?
- What will cause the bomb to explode?
- Where is the bomb?
- What does it look like?
- Did you place the bomb?
- Where are you calling from?
- What is your name?

***THREAT RECIPIENT'S PARTICULARS***

- Name
- Department
- Person to contact
- Telephone number

**BOMB THREAT PROCEDURE**

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Laurentian and Federated Universities

***RECORDED DATA***

- Date
- Time
- Duration of call

***TELEPHONE PROCEDURES:***

*EXACT WORDING OF THREAT*

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***IDENTIFYING CHARACTERISTICS***

- Gender
- Estimated age
- Accent (French, English, etc.)
- Voice (loud, soft, etc.)
- Speech (fast, slow, etc.)
- Diction (good, nasal, lisp, etc.)
- Manner (calm, emotional, vulgar, etc.)
- Background noises
- Voice was familiar (specify)
- Caller was familiar with area

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Laurentian and Federated Universities

## **BOMB THREAT PROCEDURE**

### **OVERVIEW**

Most bomb threats are received by telephone, but some are received by mail or by other means. While the majority of threats are unfounded, all must be treated as a serious threat to the safety of occupants as well as to physical property.

In our educational setting, most threats are intended to be disruptive only and not to injure people or property. We cannot, however, assume that a threat is "false." We must treat all as very serious threats to our safety.

It is well known that bomb threats that are reported in the media often cause other "copy cat" calls to be made in the following days. Great care must be taken in media relations and cooperation of media services should be cultivated.

Laurentian University recognize that all building occupants have the right to know when a bomb threat is received at the University. Building occupant safety is our first and main concern. It is also recognized that anxiety experienced by some and the resulting disruption to normal activities can have significant consequences.

All building occupants will be advised of any bomb threat and the fire alarm will signal the immediate need to evacuate the building. In some circumstances, the alarm may not be used and individuals may make their own decision whether or not to evacuate. In all circumstances building occupants will be advised. When occupants do leave the building they should stand at a safe distance (i.e. a minimum of 100 metres) and await further information and instructions.

The Bomb Threat Control Team, composed of senior management and emergency personnel will meet at the Security Services office, Physical Plant Building. This team will make a threat risk assessment based on the information available. In consultation with police bomb technicians, the team will decide to either search and not evacuate or evacuate and search. The likelihood of repeat threats, the caller's demands and the resulting disruption will be considered. There is a real danger that a caller may continue to call simply to be disruptive and delay or postpone an event.

## **BOMB THREAT PROCEDURE**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

Notice to evacuate the buildings will be indicated by the sounding of the fire alarm. Building occupants should move well clear of the buildings and not re-enter until the fire bell stops ringing and they are advised that it is safe to do so.

It is important to remember that, when a bomb threat is received, the Bomb Control Team has to make a Threat/Risk analysis with the information available to them at that time.

Because there is no public address system at Laurentian University, information must be disseminated by other means. Staff is urged to be co-operative and to assist in evacuation. Do not contribute to a panic situation.

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Laurentian and Federated Universities

**BOMB THREAT PROCEDURE**

**FOR CONTROL TEAM - SEARCH PERSONNEL**

1. When a bomb threat is received the Security Services office should be notified immediately. They will then contact Sudbury Regional Police and all members of the Bomb Threat Control Team.
2. The Control Team will meet in the Security Services office at Physical Plant.
3. All building occupants shall be advised of the threat using the phone list.
4. Subject to the information available at the time, Security Services and Physical Resources personnel shall start their search procedures.
5. The Control Team, in consultation with the Police, will make a decision to evacuate the buildings or not. This information will be communicated to all building occupants. The need to evacuate immediately will be announced by sounding the fire alarm. The fire department will be contacted and advised of the situation prior to sounding the alarm, if time permits.
6. Search Team personnel (Security Services, Physical Resources staff and others) shall be assigned a specific portion of the building. They shall search in pairs and report back to the control centre (ext. ) as soon as possible. One search team member shall be assigned to search exterior buildings.
7. After the search, and subject to any new information that may have subsequently become available, the Control Team, in consultation with the Police, will decide if the buildings can be safely re-occupied or if further search action is necessary. Depending on what the bomb threat caller said, it may be necessary to allow a specific amount of time to pass before declaring the buildings safe.
8. One Control Team member will be assigned the duty of dealing with the media.
9. As soon as possible, after the threat, perhaps the following day, the Control Team will meet to evaluate the incident and to make any necessary changes to improve the procedure.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**BOMB THREAT PROCEDURE**

**INFORMATION TO ALL BUILDING OCCUPANTS WHEN A BOMB THREAT IS RECEIVED**

1. When there is an immediate threat which is considered serious:
  - < The fire alarm shall be activated.
  - < Building occupants shall evacuate and remain a safe distance from the building and await further information and instructions.
  
2. When a threat is received and there is no immediate need to evacuate the building:
  - < All building occupants shall be notified by the Communications department.
  - < Building occupants shall also be notified by word of mouth by Search Team members.
  - < The message to building occupants shall be:
    - (a) "A bomb threat has been received and authorities state that it is not necessary to evacuate the building at this time. You may, however, make your own decision to stay or leave."

**or**

  - B. "A search is underway and the situation is being constantly assessed. If you choose to leave the building, please do so and standby to await further information and instructions."

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Laurentian and Federated Universities

**BOMB THREAT PROCEDURE**

**SEARCH PROCEDURE**

The most effective way of searching is to have two Search Team members search a specific area of the building. They should, where possible, speak to persons who normally work in an area, who will be more likely to know where things should or should not be.

**HOW TO SEARCH**

In terms of the search, the Control Team has two options:

1. A search of the entire premises or designated areas by supervisory personnel and Search Team members; or
2. Immediate evacuation and a search of the entire premises or designated areas by search teams and law enforcement personnel.

**METHOD**

- < Buildings should be searched from the basement up to the upper floor.
- < Listen for audible evidence.
- < Search rooms in layers
  - < First search layer floor to waist height
  - < Second search layer - waist to head height.
  - < Third search layer - head to ceiling.
  - < Fourth search layer - above suspended ceiling.
- < The entire exterior perimeter of the building should be searched. Pay attention to stairways and exit doors as well as loading docks and service entrances.
- < If a suspicious object is found, it must be immediately reported to Security Services at ext. 6562.

Search Team personnel are only to search for and report any suspicious looking objects. They should not move, jar or handle such an object or anything attached to it.

**BOMB THREAT PROCEDURE**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

The removal or disposal of a bomb must be left to qualified bomb disposal technicians. Immediately report the discovery to Security Services at Ext. 6562.

- < Radio transmissions by Search Team members should not be made while searching. This may cause a radio controlled explosive device to explode.
- < Debriefing of all Search Team members shall follow all searches.

**THREAT ANALYSIS CHECKLIST**

The more information the Control Team has, the better equipped they will be to resolve an incident satisfactorily.

- A) If a bomb threat is received:
  - 1. Where is the bomb?
  - 2. When is the bomb set to explode?
  - 3. What type of device has been planted?
  - 4. How many bombs and how many locations are there?
- B) How was the bomb threat delivered:
  - 1. By phone; or
  - 2. In a message
    - a) delivered
    - b) mailed
- C) What does the manner in which the threat was delivered indicate about:
  - 1. The person making the threat;
  - 2. The location of the person making the threat; and
  - 3. The seriousness of the threat.
- D) Who is making the demands:
  - 1. What type of person are we dealing with?
  - 2. Can we specifically identify the threatening individual or group?
- E) Have we or other organizations had similar threats in the past?

**BOMB THREAT PROCEDURE**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

- F) How do we assess the situation?
1. Does a valid threat exist?
  2. Is the threat as serious, more serious or less serious than the threatener would have us believe?
  3. What is our present vulnerability to the threat?
  4. Will this vulnerability increase and what will the other effects be if we:
    - a) ignore the demands, or
    - b) grant them?

**AFTER HOURS PROCEDURE**

Search procedures will be carried out under the direction of the senior staff member called in; using the personnel available, with their consent.

1. When only Security Services, and/or after hours cleaning staff are on duty and a bomb threat is received, they shall immediately call the police, at 911, and then telephone the following appropriate staff members:

Laurentian University

Larry Denomme,  
Chief of Security  
524-6425 or 671-3875 (805)

Norm Lajeunesse, Director,  
Physical Plant & Planning  
560-0610

University of Sudbury

Pierre Brideau  
Pager # 671-8632

Huntington University

Jerry Paquin  
Pager # 671-7760

Thorneloe University

Dean of Residence  
Ext. 1052

Dr. Stephen Andrews,  
Provost  
673-1730 Ext. 23

**BOMB THREAT PROCEDURE**

**MEDIA RELATIONS**

There has been some concern expressed about the role of the media

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

in bomb threat incidents.

Although the media does have a responsibility to report news, and a bomb threat may be news to some, there is evidence to suggest that media coverage of such events leads to copy-cat acts. Some individuals have been known to make a bomb threat just to watch the evacuation of entire buildings on evening television news programs.

Employees must not make statements to the press regarding bomb threat incidents. One Control Team member shall be designated to handle all media inquiries. This policy will not only help to prevent inaccurate information from reaching the press, but also ensure uniformity of the information released.

When it has been decided by the Control Team to conduct a search for explosive devices, the Marketing and Communications department shall be responsible to notify the appropriate departments and supervisory personnel.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CIVIL DISORDERS**

PRIMARY RESPONSE:

Security Services, Ext. 6562

SECONDARY RESPONSE:

Senior Management of area concerned  
Emergency Management Team and/or  
Civil authorities

Civil Disorders generally refer to groups of people choosing not to observe a law, regulation or rule, usually in order to bring attention to their concern, cause or agenda.

Civil Disorders can take the form of small gatherings or large groups blocking or impeding access to or exit from properties, buildings or parts of buildings, causing disruption of normal activities by generating noise and intimidating the occupants therein.

GUIDELINES:

Occurrences of this nature may be as small as a student sit-in, to bring attention to their concerns, or as complex as a riot where outside agitators are present. Leaders within these groups should be quickly identified where possible and separated from the group. They should be engaged in sincere conversation with a person of authority who will attempt to address their concerns. When reason fails and the situation escalates, Security Services will contact civil authorities to maintain and/or restore the peace.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

Rationale

Severe weather conditions are common in Sudbury and surrounding areas and may result in hazardous road and travel conditions. In the event institution business must be discontinued, the following procedures and guidelines have been established to ensure the personal safety of staff, students and visitors.

Policy

One of the distinguishing characteristics of Canadian Universities is the annual "bad weather" memo from their presidents. The purpose of such memos is to solicit everyone's cooperation in ensuring that closure policies are well understood and minimally disruptive to staff and students alike.

In accordance with our commitment to students and community, it is the policy of the University to remain open for all classes and services. Should extremely severe conditions require us to close or cancel classes, this decision will be made through the President's Office and announced on local radio stations. Only after a decision to close has been made will employees be dismissed from work. Similarly, classes will be cancelled only after the decision is made through the President's Office. Individual employees or department heads are not to make decisions on early leaving or closing of offices without specific authority from the Personnel Office.

When the University remains open during unfavourable weather conditions, we expect that employees will make every reasonable effort to report to work. A staff member unable to report to work should contact his or her immediate supervisor. Faculty members should establish telephone networks or messaging systems in advance to ensure that students are forewarned about class cancellations. We make every effort to avoid circumstances whereby students have made special efforts to attend classes only to find that the instructor is absent.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

Purpose

To provide guidelines and procedures for timely decision making and resulting actions associated with the closing of facilities, cancellation of classes and business operations due to severe weather conditions.

It is not the intent of this document to identify every possible combination of severe weather conditions which could lead to making a decision to close the buildings. Exact criteria are virtually impossible to specify and impossible to quantify.

The intent of this document is, however, to provide a process to ensure that those responsible for the decision making are able to do so on a timely basis. Any decision to discontinue operations will be made with the priority being the safety of staff, students and the general public.

Scope

This procedure applies to staff, students and visitors at all locations.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

**Definitions**

Severe Weather Conditions

Conditions that cause travel to be hazardous resulting in a threat to personal safety.

Essential Staff

Those employees required to maintain the following essential services during any closure.

- (a) Public Affairs, Switchboard Operator
- (b) Mechanical/electrical maintenance personnel
- (c) Snow removal and sanding personnel
- (d) Child care centre personnel
- (e) Security Services personnel
- (f) other staff who may be designated as essential by the Office of the President

Closure

The institutions will be open unless a specific directive from the Office of the President dictates otherwise.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

Procedures

1. Whenever the institution must close, due to severe weather conditions, the safety and well being of staff, students and visitors shall be the priority in the decision making process.
2. Responsibility for closing facilities in the event of severe weather conditions is the responsibility of the Offices of the President. The Offices of the President will designate one individual responsible for ensuring the appropriate procedures are followed. He/she will assume the title "Person in Charge." Dependent upon their availability, the following hierarchy will be utilized to determine the "Person in Charge".

Vice-President, Administration  
Vice-Presidents, Academic  
Director, Physical Plant  
Chief of Security

3. It is the responsibility of the Director of Physical Plant to notify the "Person in Charge" of weather conditions that may require closing the University before the start of the morning classes. Where circumstances permit this should be done as early as possible to provide timely notification to the media.
4. During normal working hours, in the event of anticipated severe weather conditions, it is the responsibility of the Director of Physical Plant to maintain contact with the Ministry of Transportation concerning weather and road conditions.

These authorities may include, but are not limited to the following:

< Ontario Provincial Police  
< Sudbury Public Works  
< Sudbury Transit Authority  
< Ministry of Transportation  
< Environment Canada

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

5. When a decision is made to close university facilities, the "Person in Charge" will inform the following staff members who will then undertake the action indicated.

<b>Before Classes Start</b>	<b>After Classes Start</b>	<b>Staff Person</b>	<b>Action</b>
X	X	Offices of the President, Vice Presidents	For Information
X	X	Vice-President Administration	Consultation/Coordination of activities
X	X	Executive Director, Public Affairs	Arrange for announcement through media
	X	Managers of English, French Day Cares	Notify parents
	X	All Deans, Managers responsible for students	Notify students
X	X	Director, Continuing Education	Consider impact on Continuing Education
	X	Chief of Security	Arrange for adjustment to security staff schedule. Notify transit authorities to curtail or request additional services.

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

6. When a decision to close is announced before the start of normal working hours, staff normally on duty at the affected

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

locations do not have to report. Essential staff will take every precaution necessary to ensure their personal safety when travelling to and from work.

7. Staff and students having responsibilities on work sites managed by other agencies such as hospitals and businesses should meet the responsibilities of the job, if possible, or notify the appropriate persons according to the policy of that agency.
8. Decisions regarding the cancellation of Continuing Education classes (for Laurentian University) will be made by the "Person in Charge" before 4:00 p.m. In the event that severe weather conditions should commence during the evening hours, the Director of Continuing Education Services (or designee) will act as the "Person in Charge."
9. External announcements will be made through radio and television stations.
10. Consistent with these guidelines, the senior manager or designee at each location, is expected to develop emergency procedures to deal with circumstances particular to that location.

Procedure for Release

Once a decision to discontinue operations due to extreme weather conditions has been made, the university is genuinely interested in ensuring a safe and timely release of staff and students from campus facilities and grounds.

A full scale release of all staff could in itself promote a safety risk due to the inherent traffic congestion that would be created over a very short period of time. With this in mind, staff will be released sequentially by assigned buildings over 15 minute intervals.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CLOSURE/CANCELLATION OF CLASSES -  
DUE TO SEVERE WEATHER CONDITIONS**

It is hoped that this intermittent release will allow ground keepers a better opportunity for more efficient snow removal of internal roadways as well as to promote a more orderly flow of traffic on to city roads.

- |  |   |
|--|---|
| (A) Physical Education<br>Garderie Touche à Tout<br>English Day Care<br>Alphonse Raymond<br>Health Science | (B) Thorneloe University<br>University of Sudbury<br>Huntington University<br>Residences - MSR, UC, SSR |
| (C) Parker Building<br>Great Hall<br>Classroom and Arts<br>Building  | (D) Science 1 & 2<br>Fraser Building<br>Library<br>Physical Plant & Security                            |

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**CRITICAL INJURY**

PRIMARY RESPONSE:

**911**

Security Services Ext. 6562

SECONDARY RESPONSE:

Health Services, Ext. 1067

Student Life, Ext. 6506

Student Residence Personnel (if residence related), Ext. 6597

Occupational Health and Safety, Ext. 3016

Purchasing and Insurance Ext. 1555

The Occupation and Safety acts defines critical injury as follows; an injury of a serious nature that (a) places life in jeopardy; (b) produces unconsciousness; (c) results in substantial loss of blood; (d) involves a fracture of a leg or arm but not a finger or toe, (e) involves the amputation of a leg, arm, hand or foot but not a finger or toe, (f) consists of burns to a major portion of the body; or (g) causes loss of sight in a eye.

GUIDELINES:

The area and equipment, where an accident occurs resulting in death or a critical injury, shall be locked out and roped off by Security and left undisturbed until all investigations (as to the cause of the accident) have been completed.

The Occupational Health and Safety Officer shall investigate and document the incident.

The Occupational Health and Safety Act spells out the legal requirements of reporting deaths or critical accidents for the Ministry of Labour of Ontario and is specifically designed for employees and not students or visitors to the institutions. This is a legal requirement; however, the institution has a moral responsibility to the whole community.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**DERANGED PERSONS**

PRIMARY RESPONSE:

Security Services, Ext. 6562

SECONDARY RESPONSE:

Law enforcement agencies.

A deranged person is generally a person who is mentally ill, one who is not acting in a normally acceptable manner, one who does not appear to be in full control of his/her actions, often a person who is loud, boisterous and/or violent and one whom you cannot engage in meaningful conversation. Often these individuals have a penchant for threatening people and making them feel intimidated.

GUIDELINES:

The initial action for the safety of everyone and prevention of damage to physical property, will be the responsibility of Security Services.

In some cases, when confronted by a calm and reasonable attitude, deranged persons will be diverted for a sufficient length of time so that security and law enforcement agencies may take appropriate action. When the opportunity for presenting a calm front does not present itself, and there is immediate danger, retire to an area or room where the door can be locked. Telephone Security Services and remain there until it is safe to leave. Pressing Ext. 4444 will activate an immediate response by Security.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**DISGRUNTLED EMPLOYEE**

PRIMARY RESPONSE:

Security Services, Ext. 6562

SECONDARY RESPONSE:

Senior Management  
Law Enforcement Agencies

A disgruntled employee is extremely unhappy with his/her treatment in relation to his/her job by his/her supervisors or the institution. This animosity might emanate from the lack of remuneration and/or recognition for work of perceived value, disciplinary action or termination of employment.

GUIDELINES:

In most cases, the abnormal activities of a disgruntled employee should be predictable. There are usually a number of indicators of the employee's discontent leading up to the critical incident. Those in charge of employees should be cognizant of these indicators and should not hesitate to discuss their concerns with other managers. Where an event is well defined, such as a notice of a lay-off, managers should consider the employee's past history and advise Security Services if difficulties are anticipated. Subtle or implied threats should not be disregarded or ill feelings allowed to fester. Address confrontations as they arise. It is most important that these incidents be documented and Security Services advised.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**FIRE EMERGENCY PROCEDURES**

**In case of fire do the following:**

1. Activate the nearest wall mounted fire alarm.
2. Telephone the City of Greater Sudbury Fire Department at **911** and Security at Ext. **6562** or **673-2661**.
3. Report all smoke or fumes of undetermined origin to Security at Ext. 6562 or at 673-2661.
4. Evacuate the building.
5. Advise the Security Officer if anyone is suspected of being in the building after general evacuation, also the location of fire if known.

**When fire alarm sounds do the following:**

1. Evacuate the building quickly even though alarm is suspected or known to be false.
2. **Do not use elevators.**
3. Do not re-enter building until authorized by a Security officer.
4. Keep clear of the building.

**General Instructions:**

1. Attempt to extinguish fire only if you can do so safely.
2. Familiarize yourself with the location of Fire Exits and Fire Extinguishers in your area.
3. Report all fires to the City of Greater Sudbury Fire Department at **911** and to Security at Ext. 6562 or 673-2661.

**Note:** Remember you may have to dial the digit 9 before the 911 number.

**HOSTAGE TAKING**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

PRIMARY RESPONSE:

Civil Authorities  
Security Services

SECONDARY RESPONSE:

Supervisor

GUIDELINES:

Hostage takings vary in motive, type, nature and complexity of demands. The behaviour of the hostage can strongly influence the actions of the hostage taker. Common sense and self-discipline should be used.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**LABOUR DISPUTES**

PRIMARY RESPONSE:

As there is usually advanced warning of an interruption of this nature, the Executive Management Team should be meeting days in advance to develop a plan that would set out specific responsibilities for those employees not affected.

SECONDARY RESPONSE:

Security Services  
Managers  
Civil Authorities

A labour dispute can be a strike, lock-out or cessation of normal work activities that incapacitates the institution's ability to carry on normal day-to-day operations.

GUIDELINES:

During an interruption of this nature, it is important to maintain essential services and protect physical property. It may be that residence students will continue to live in residence and their health and safety must be assured. Emergency Services such as fire, ambulance and police should be kept well informed. Escorts may be necessary in some instances.

Because Security Officers are members of a bargaining unit, they also may be absent.

In this particular case the Emergency Management Team will ensure essential services are maintained.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**LOSS OF SERVICES**

PRIMARY RESPONSE:

Physical Plant and Security Services

SECONDARY RESPONSE:

Emergency Management Team  
Civil Authorities

Loss of service can be an interruption in the supply of hydro, water, gas or telephone. It may also include a loss of public transit service.

GUIDELINES:

Depending on the specific services lost and the anticipated length of delay, as well as when it occurs, decisions will have to be made accordingly. Information gathering should be the first priority so that knowledgeable decisions will be made. In all cases, building occupants should be kept well informed in order to avoid any panic.

OUTSIDE AGENCIES:

City of Greater Sudbury Police, Fire and Ambulance	<b>911</b>
Greater Sudbury Hydro Plus	675-7536
Greater Sudbury Transit	675-3333
City of Greater Sudbury	671-2489
City of Greater Sudbury Public Works	560-2022
Union Gas	1-877-969-0999

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**NATURAL PHENOMENA**

PRIMARY RESPONSE:

Directives shall be issued to the institutions communities through the Communications Centre.

SECONDARY RESPONSE:

Civil authorities.

GUIDELINES:

There is usually little or no warning when these natural events occur. Contingency planning for these occurrences can only be minimal, but it is worthwhile to develop a scenario of what may happen (see Emergency Disaster Plan).

Earthquakes:

1. Move away from buildings and utility wires. Once in the open, stay there until the shaking stops.

Floods:

1. If you are told to evacuate, do so promptly.
2. If you are instructed to move to a certain location, go there.
3. If you are told to shut off water, gas, or electric service before leaving, do so.

Lightning:

1. If you are in a vehicle, stay there.
2. If you are caught outdoors, seek shelter in a building, ditch, ravine or other low lying area.
3. If you are caught in the open, kneel with your feet close together and lower your head. DO NOT lie flat.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**NATURAL PHENOMENA**

Tornadoes:

1. DO NOT remain in your vehicle.
2. If caught in the open, try to determine the tornado's direction of travel and move at right angles to it. If you cannot outrun the storm, find a ditch, ravine or other low area and lie flat.
3. If no shelter can be found, hang on to the base of a small tree or shrub.

The institution will rely on outside agencies, such as the fire department, ambulance service, police department and emergency measures organizations during an emergency of this nature. The Security Services office would be used as a centre for communications and its task would be to keep the community well informed.

When total building evacuation is necessary occupants will not be allowed to return until authorization is received from Security. Buildings will have to be checked for structural damage, interrupted utilities and other hazards.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**ROAD CLOSURES ON CAMPUS**

Primary Response:

Security Services, Ext. 6562

Secondary Response:

Physical Plant  
Civil authorities

A road closure on campus could result from the closure of either of the two access roads to Laurentian University. Blockage could result from an accident, natural phenomena, or construction.

Guidelines:

Access to and exit from Laurentian University is limited to the north and south access roads. The closure of one or more roads could lead to chaos on campus. When closure of a road is required (construction etc.,) all constituents should be warned well in advance. Public transit, fire department, ambulance service and the police should also be informed. Unplanned closures due to a natural phenomena or accident will be handled by the Physical Plant Department and the Emergency Management Team. University departures may be staggered in order to provide a safe and orderly traffic flow.

Security Services	673-6562 / after hours 673-2661
Physical Plant	Ext. 1500
City of Greater Sudbury	
Police, Fire, Ambulance	911
Greater Sudbury Hydro Plus	675-7536

Marketing and Communications Department

All employees and students are to be contacted by the Public Affairs Department.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**SEXUAL ASSAULT**

PRIMARY RESPONSE:

Health Services, Ext. 1067  
Security Services, Ext. 6562  
Counselling and Resource Centre, Ext. 6506

SECONDARY RESPONSE:

Law enforcement agencies.  
Residence Manager

A sexual assault is a criminal offense and is covered by the Criminal Code of Canada.

GUIDELINES:

If you have received information from someone who discloses that they have been sexually assaulted, you are advised to do the following:

- 1) Stay calm and listen to what information they wish to give you (remember that you may be the first and only person to whom they have disclosed this information);
- 2) Provide reassurance by listening and be prepared to help the person disclose the information to the appropriate law enforcement agency, medical and counselling professionals;
- 3) Ask when the sexual assault took place;
- 4) If the event was recent, evidence at the crime scene may still exist. If so, be careful not to interfere with or contaminate any possible evidence;
- 5) Encourage the person to report the sexual assault to the appropriate law enforcement agency, medical, counselling professionals and Security Services;
- 6) If the event is residence related, contact residence personnel

**SEXUAL ASSAULT**

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

- 7) Seek medical attention immediately. The Sudbury Regional Hospital St. Joseph Site has a sexual assault protocol and will assess physical and emotional trauma to the victim. Medical evidence may also be available;
- 8) Always respect a person's privacy and the confidentiality of the matter.

The following professional intervention resources are available to help with sexual assault situation:

On Campus:

- < Counselling and Resource Centre, ext. 6506
- < Harassment Office, ext. 3422
- < Security Services, 673-6562 or ext. 6562  
after hours 673-2661
- < Health Services, ext. 1067

Off Campus:

- < Sexual Assault Crisis Centre 675-1323/  
Centre Victoria 670-2517
- < Sudbury Women's Centre, 673-1916
- < Sudbury Regional Hospital St. Joseph Site, Sexual Assault  
Treatment Program, 674-3181 Ext. 4743
- < City of Greater Sudbury Police, 911

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**ON CAMPUS SEXUAL ASSAULT RESPONSE PROCESS**

Residence / On campus incident

Reported to any University Employee  
RA/Residence Manager/Dean/Counsellor/Harassment Officer

Counselling (Internal/External)      **SECURITY**      Hospital/Health Services

Poster      Police      Daily Report      Investigation

VPA (or designate) / Head of Federated Universities  
Decision on action to be taken

Action

Appeal  
in accordance with  
(revised) Code of Conduct

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**OFF CAMPUS SEXUAL ASSAULT RESPONSE PROCESS**

Off campus incident

Police                      Reported to any University Employee/RA/Residence  
Manager/Dean/Counsellor/Harassment Officer

**SECURITY**

Counselling                      Daily Report              Hospital / Health Services  
(Internal/External)

VPA (or designate) / Head of Federated Universities  
Decision on action to be taken

Action

Appeal  
in accordance with  
(revised) Code of Conduct

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

## SPILLS/LEAKS

### PRIMARY RESPONSE:

#### ***FOR ALL SPILL/LEAK EMERGENCIES:***

Contact Department of Occupational Health and Safety, ext. 3016, Security Services ext. 6562 or after hours 673-2661. In addition,

#### *if identified as a CHEMICAL spill:*

Contact Department of Chemistry, ext. 2100; or Dean of Science and Engineering, ext. 2260.

#### *if identified as a BIO-HAZARD spill:*

Contact Department of Biology, ext. 2285; or Dean of Science and Engineering ext. 2260.

#### *if identified as a RADIATION spill:*

Contact Dean of Science and Engineering, ext. 2260.

A spill or leak of radiation or a bio-hazard or chemical agents.

### GUIDELINES (Bio-hazard and Radiation Spills):

The control, containment and disposal of bio-hazardous agents and radioactive materials are governed by standards established by the Medical Research Council, the Atomic Energy Control Board and the Radiation Protection branch of the Ministry of Labour. Hazard management programs are designed to comply with these standards, and include specific emergency and response procedures under the direct authority of, and are initiated and coordinated by **permit holders and certified users.**

Provisions under The Workplace Hazardous Materials Information System, regulated by the Occupational Health and Safety Act of Ontario, and endorsed by Laurentian's policies, insure that all individuals be competent in their recognition, evaluation and control of hazards associated with the chemicals that they use, handle and store under routine and emergency conditions.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

## SPILLS/LEAKS

The treatment of chemical spills is classified by general hazard categories and volume, which dictate the required precautions and specific response procedures pertaining to a localized minor, or major incident.

**(1) Procedures for Localized Minor chemical spill or leak:**

Individual departments are responsible for control/ containment/cleanup of minor chemical spills. Individual department emergency spill/leak control procedures must include provision for:

- (a) evacuation of immediate area
- (b) containment and control through utilization of appropriate spill/leak control materials and procedures
- (c) appropriate personal protective equipment for emergency response incidents
- (d) incident documentation and investigation
- (e) notification of Occupational Health and Safety at ext. 3016; Security Services at ext. 6562.

**(2) Procedures for Major chemical spill or associated emergency:**

If a spill/leak exceeds the capacity of a departmental control, or if any doubt exists regarding emergency response to localized minor spills:

- (a) evacuate the area immediately
- (b) contact Occupational Health and Safety at Ext. 3016; and Security Services at Ext. 6562 as quickly as possible
- (c) contact the Emergency Management Team

If possible, provide the following information:

- (a) exact spill/leak location
- (b) name and nature of chemical and its associated hazards
- (c) volume and extent of spill/leak
- (d) names of any person(s) who may have been contaminated

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**SPILLS/LEAKS**

As may be required, the Safety Officer shall notify:

1. Senior Administration
2. Physical Plant Department
3. Department(s) directly involved in incident
4. Fire Department (for ventilation of area)
5. Ministries of Labour and Environment

***It is important to evacuate as great an area as necessary to ensure the safety of all individuals until it can be determined that airborne fumes and vapours are below toxic levels. Until this can be determined, Security Services should ensure that no persons remain in, or are allowed to re-enter the contaminated area unless they are wearing appropriate breathing protection, or until a safe level of breathing air has been determined.***

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**SUDDEN DEATH**

PRIMARY RESPONSE:

Ambulance Service, Police **911**

SECONDARY RESPONSE:

Security Services, Ext. 6562  
Health Services, Ext. 1067  
Residence Personnel, Ext. 6597 (if in residence)  
Public Affairs, Ext. 3416  
Human Resources Ext. 6581

Ministry of Labour, Emergency Management Team and any other civil regulatory agencies that have jurisdiction, Laurentian University counselling services.

While any sudden death of a university constituent is disturbing, for the purposes of this procedure we will address on-campus sudden death occurrences only.

Sudden death may include death by natural causes, accident, criminal acts or suicides. No occurrence of sudden death is easy to deal with but it is fair to say that a sudden death, that is the result of a violent criminal act, will have the greatest impact on people.

Guidelines for compliance with outside agencies, such as police, Coroner, Ministry of Labour, etc., are clearly defined but internal procedures/actions are not. Internal response "guidelines" are summarized below.

GUIDELINES:

(a) DEATH BY NATURAL CAUSES

Any constituent who is seriously ill will be attended to by Health Services staff, Security Services, Ambulance Service and the Police, if required.

Security Services shall record all information and keep records. The Emergency Management Team may be needed to address other constituents to keep everyone informed and reduce anxiety. Counselling services may be required for some and should be made available.

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**SUDDEN DEATH**

(b) DEATH BY ACCIDENT

Guidelines for procedures in case of death by accident in the workplace are clearly defined in the Occupational Health and Safety Act.

In all cases of accidental death on campus the police will be contacted by Security Services. Other appropriate agencies having jurisdiction will also be notified.

In the case of any accident, the Occupational Health and Safety Department will be advised and the designated persons will investigate. The Public Affairs Department shall determine how to deal with announcements to other staff and students and plan follow-up sessions to keep the University community well informed. Where necessary, counselling will be arranged for those who require it.

The institution's responsibility after the occurrence shall be to have on-going, timely meetings and announcements. All university constituents have a right to know about the circumstances, actions and safety and security measures taken.

c) DEATH BY SUICIDE

PRIMARY RESPONSE:

Security Services, Ext. 6562  
Residence Manager, Ext. 4814  
Ambulance Services, **911**  
Human Resources, Ext. 6581

SECONDARY RESPONSE:

Police **911**  
Health Services, Ext. 1067  
Public Affairs, Ext. 3416  
Human Resources, Ext. 6581  
Crisis Line - 677-0001  
Laurentian University Counselling Services Ext. 6506  
Telecare - 675-1121 (24 hours)  
Foyer Notre Dame - 675-6422  
Help Line Sudbury - 669-4357

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

## **SUDDEN DEATH**

The institutions are at greatest risk for suicides occurring at student residences. Security Services record several attempted suicides each year. Most attempts occur late at night or after normal working hours on weekends. Therefore, it is important that all incidents of attempted suicide be immediately reported to Security Services.

### GUIDELINES:

Communications Team should make prompt and timely announcement to the university community. Care should be taken to counsel other students and staff to help them deal with their trauma and anxiety. If the occurrence takes place at a student residence on campus, other members of the residence may require special and on-going help to deal with their feelings.

### AFTER HOURS:

Laurentian University Counselling and Resource Centre ext. 6506

Distress Centerline, 675-1121

Sudbury Regional Hospital Crisis Line, 674-3181 Ext. 4743;

Hours 8:30 a.m. to 10:00 p.m. weekly, Saturday & Sunday, Holiday 10:00 a.m. to 10:00 p.m.

Crisis Line - 677-0001

Telecare - 675-1121 (24 hours)

Foyer Notre Dame - 675-6422

Help Line Sudbury - 669-4357

### (d) DEATH BY CRIMINAL ACT

### PRIMARY RESPONSE:

Police and other civil authorities, **911**

Security Services, Ext. 6562

### SECONDARY RESPONSE:

Emergency Management Team, including Human Resources

Counselling and Resource Centre and

other outside agencies

Telecare 675-1121 (24 hrs)

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

## **SUDDEN DEATH**

Unfortunately, college and university campuses in Canada are no longer immune to acts of violence involving firearms and weapons. This type of occurrence will have the greatest negative impact on all constituents and cause the most disruption and anxiety. This type of occurrence will give the Emergency Management Team their greatest challenge. While police and civil agencies will quickly deal with on-site procedures, the institutions will be left to help others traumatized and affected by the event, long after the incident.

### GUIDELINES:

In the instance of the death of a student, it is important that condolences be conveyed immediately to the family; that there be appropriate representation at the funeral; that those most concerned (students, staff and faculty) be informed without delay; offices concerned with the processing and recording of student information and affairs be informed; that appropriate announcement be made to the University community; that those affected by the death be offered support.

The following procedures are proposed for the rapid gathering and transmission of information about the death of a student, and for the handling of this information with the greatest discretion.

### **Getting Information**

The death of a student should be reported without delay to Denis Mayer, Executive Director of Student Affairs at 675-1151 Ext. 3940.

1. Larry Denomme, Chief of Security, has contacted local police forces to request that they inform the University without delay in the case of the death of a student, whether full or part time.
2. Residence managers, supervisors and dons are asked to report immediately any death of which they hear.
3. Faculty members and staff are asked to report any death which comes to their attention.

### **Student Affairs**

Student Affairs, will, upon receiving information about the death of a student, take the following steps:

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**SUDDEN DEATH**

1. If there is any doubt, verify the report;
2. Gather information regarding funeral arrangements;
3. Send a letter of condolence to the family;
4. Ensure that a representative of the University attend the funeral.

**Student Affairs will inform the following**

1. By phone:
  - The President
  - Public Affairs
  - The appropriate Dean or C.C.E.
  - The appropriate department
  - The appropriate residence (Supervisor and/or Don)
  - The appropriate student association (AEF, ALPS, GSA, SGA)
  - Security
  
2. In writing, in addition to the above:
  - Registrar's Office
  - Treasury
  - Human Resources
  - Purchasing
  - Health Services
  - Student Awards
  - Lambda
  - L'Original Déchainé
  - Library (Supervisor)
  - Bookstore
  - Physical Education

EMERGENCY RESPONSE PLAN  
Laurentian and Federated Universities

**RECOMMENDATIONS**

- 1a. Establish a bomb threat control team;

Bomb Threat Control Team

President  
Vice-President, Administration  
Director of Physical Plant  
Chief of Security  
Executive Director, Public Affairs

- 1b. Bomb threat training be given to all front-line Laurentian University personnel
2. Each department should have a list of employees qualified in Emergency First Aid and C.P.R. training.
3. Establish an Emergency Management Team
4. Establish a temporary communication centre
5. Recommend 24 hour counselling services be made available
6. Develop a plan for sharing resources with the Region (i.e. availability of Laurentian University accommodations, food, equipment, etc., in the event of a community disaster)
7. List of recipients of Emergency Response Plan
8. Yearly update of Plan