



Procedures: University closure due to extreme weather conditions or other similar emergencies

Campus closure

TRU will use a risk-based approach to determine whether to cancel classes, close specific facilities or close the campus in response to significant snow fall, other severe adverse weather conditions or similar emergencies, such as power failure or encroaching wildfire. Decisions will be informed by external sources such as Environment Canada weather information, road condition information, BC Transit updates, RCMP advisories and/or other local emergency services as well as internal sources providing information about conditions on campus.

Decision to Close the Campus – The decision to close the Kamloops campus resides with the President on the recommendation of the Vice-President Administration and Finance. The responsibility for this decision at Williams Lake or any of the regional centres resides with the Associate Dean, Williams Lake in consultation with the Vice-President Administration and Finance.

Closure During Normal Office Hours – When closure occurs during normal office hours, the TRU Alert system will be triggered and Marketing and Communications will place notices on the TRU website, internal channels and external social media channels. Notification will also be sent out via e-mail to academic and administrative leadership, who will communicate directly with their teams and associated non-TRU groups (e.g. TRUSU, Cariboo Childcare etc.) including initiating business continuity arrangements where necessary and possible.

Closure After Hours – Where closure happens outside of working hours, notification of the decision will be via TRU Alerts, the TRU website, internal channels and external social media channels. Marketing and Communications will notify the major Kamloops radio and TV stations to provide specifics of the closure.

Events being held on campus will be cancelled when the campus is closed.

Non-essential third party operations on campus – for example TRUSU, food services, daycare, contract cleaning, etc., are also required to close when the campus has been closed. Campus residences should not close unless there is a complete campus evacuation, residence buildings are directly affected or it is otherwise determined that it is unsafe for students to remain on campus.

Closure length – All campus closures will be for the full day or for the rest of the day if closure is called while the campus is in operation. A full closure includes the evening hours, and any scheduled evening classes or events must also be cancelled.

Should it be necessary to continue closure beyond the initial period announced (usually a day), the above procedure should again be followed in its entirety.

Closure of facilities and cancellation of classes

On occasion it may be necessary to close specific facilities or to cancel a number of classes due to adverse weather conditions or other similar emergency without closure of the University.

Closure of Facilities – the decision to close specific facilities or areas of the Kamloops campus – resides with the Vice-President Administration and Finance following the recommendation of the Emergency Manager. The responsibility for this decision at Williams Lake or any of the regional centres resides with the Associate Dean Williams Lake Campus in consultation with the Vice-President, Administration and Finance.

It is the discretion of Ancillary Services whether or not to cancel events based in non-affected facilities when a facility or area has been closed but the campus as a whole remains open. In such cases the Emergency Manager should make sure that event organizers are contacted, as they may be unaware that there is an issue that may impact their event.

Large Scale Class Cancellation – The responsibility for large scale class cancellation in Kamloops resides with the Provost in consultation with academic leadership. The responsibility for this decision at Williams Lake or any of the regional centres resides with the Associate Dean Williams Lake Campus in consultation with the Provost and the Vice-President, Administration and Finance.

Individual Class Cancellation – should normally NOT be cancelled by individual instructors without notifying their department Chairperson in line with the TRU Cancellation of Classes policy. In the event of the cancellation of classes, non-class related events may continue if appropriate. Relevant Deans and/or Chairpersons should work with faculty to ensure that the cancellation of classes does not have adverse impacts on student learning/assessment.

Evacuation, Closure and Absence

Should there be any circumstances when total evacuation is required all employees and students will be required to leave campus as directed with the exception of the Emergency Manager or designated Incident Command personnel. The campus evacuation procedure will be followed.

In instances where a TRU campus is closed under these procedures, all staff are expected to leave with the exception of those engaged in essential services. Employees will not suffer any reduction in salary for lost time incurred. Those who are required to work to maintain essential services during any period of closure will be paid in accordance with the applicable collective agreements.

Individuals who arrive on campus after a closure has been announced who are not providing an essential service or who have not been asked to support the Incident Management Team may be asked to leave, or restricted to specific areas of campus. Unless specifically authorized, Security will not open buildings at the request of faculty, staff or students.

When specific facilities or areas are closed the University will put into place contingency measures to relocate or establish alternative operations for both staff and students, including the use of remote working and online solutions, where possible. Should a facility or area be closed for a significant period of time the People and Culture and Planning department will work with the affected departments to establish longer term solutions, including potentially leasing

alternative space or renting temporary buildings.

When classes are cancelled the University will reschedule the class or otherwise cover the learning activity missed. Should a significant amount of a course be missed, the Registrar's office will work with the Dean of the School or Faculty affected to find the best option to minimize the impact on students

If students are unable to get to classes or other University activities due to adverse weather conditions or other emergency situations, they should notify their instructors and make alternative arrangements.

On occasion individual employees may be unable to commute to the campus due to weather conditions or other situations in the area in which they reside (including when these affect caring responsibilities, for example childcare). Under these circumstances, employees must work through their direct supervisor, to discuss and agree alternative arrangements such as using vacation leave or working from home. On occasion skeleton staffing arrangements may be necessary. Such arrangements should be agreed with the Dean or Director of the area affected.

Unit Procedures

Each business unit is responsible for determining which services will be required to operate in the event of a closure – this may vary depending on the particular circumstances of a unit.

A communication tree is to be established and maintained such that each employee in the unit can be contacted if required and so that each employee can contact their supervisor or designate.

Deans, Chairs, Directors and Unit Managers are not authorized to close their units with express authorization from the Vice-President, Administration and Finance or designate.

Campus Closure Communications Protocol

If either of TRU's campuses or one of the regional centres needs to be closed due to extreme weather or other emergency conditions, every reasonable effort will be made to notify students and employees using the following methods:

- TRU alert will be activated, which will send an automated text, email and voice message to all employees and students registered on the system
- A message will be posted on the emergency banner at the top of TRU's website www.tru.ca
- A message will be posted to TRU's main social media channels (Twitter, Facebook and Instagram)
- A message will be posted on TRU's digital screen network
- A message will be recorded on the main switchboard and the OL 1-800 number
- A media advisory will be sent to all local and regional media, followed by direct calls to both radio and television stations
- Signs will be posted on the entrances of the Library, CAC, Old Main (Student Street Entrance) advising that classes are cancelled, and services are closed
- Information will be updated as appropriate throughout the day

All messaging through the TRU Alert will be coordinated by the Emergency Manager with support from Marketing and Communications. Activation of the Emergency Notification System is governed by the 'Emergency Notification & Warnings – TRU Alert' procedure.

The Marketing and Communication team will be responsible for all communications to the media, as well as messages on the TRU website and social media.

Every effort will be made to communicate to the campus community by 6:00 am on the day of the closure; however there may be times when weather conditions change quickly and a decision to close the campus will need to be made after 6:00 am.

When severe adverse weather or other emergency situation (for example wildfire) is predicted advance communication should be considered to advise the campus community that a closure is being considered.

All messaging will state that the most up to date information will be posted on TRU's main website: www.tru.ca

Campus Closure due to Extreme Weather Conditions – Third Party Liaisons

When making a decision about whether to close a campus due to severe adverse weather conditions TRU will work closely with key parties both on the campus and in the community. TRU will liaise with other campus occupants and relevant service providers when planning and maintaining campus closure.

The Incident Commander will be responsible for making sure that internal and external liaison and communication, including with third parties on campus is undertaken, delegating to members of the incident command team as appropriate. Emergency contact details from the emergency stakeholder list should be used to facilitate communication. The campus closure communication checklist below provides an outline of key parties to be contacted:

| Community Third Party | Reason for Liaison |
|---------------------------------------|--|
| City Works – Kamloops / Williams Lake | Determine status of snow ploughing or any other major works impacting TRU campus |
| School district 73 and 27 | Determine whether schools are operating and if any special provisions are being made. Communicate about decisions concerning campus closure. |
| BC Transit | Determine status of major bus routes |

| Campus Third Party | Reason for Liaison |
|---|---|
| On Campus Housing management Thompson Rivers University Residence Management | Provide information about potential closure and request onward communication to resident students not to enter the rest of campus during the closure. |
| TRUSU | Provide information about campus conditions and potential closure and request onward communication to staff and parents to stay off campus during the closure |
| Pronto Enterprises (snow removal contractor) | Request updates on status of snow clearance and other winter hazards. |
| Concord Security team | Provide information about potential closure, in particular with regard to opening and closing buildings on campus. On site security guards can also provide current information on campus conditions out of hours. |
| Cariboo Childcare (daycare provider on campus) | Provide information about campus conditions and potential closure and request onward communication to staff and parents to stay off campus during the closure |
| TRU Community Trust | Provide information about campus conditions and potential closure. and request onward communication to staff and any visitors to stay off campus during the closure |
| Contract cleaning | Provide information about campus conditions and potential closure and request onward communication to all of their employees or sub-contractors to stay off campus during the closure unless providing an essential service |
| Aramark (catering contractor) | |
| Management of contractors working on capital projects due on site | |
| Chubb (off site security, alarms etc.) | Request changes to timed alarms, locks etc. if required. |