



# Emergency Communications Plan – Operational Disruptions

**Date: March 14, 2024**  
**Updated: December 2024**

## **Sponsoring Departments**

Office of the Vice-President (Finance and Administration)

Office of Risk Management

## **Primary Point of Contact for Sponsoring Departments:**

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## 1 Plan Purpose

The purpose of this plan is to outline and clarify the process for communications during any operational disruption (planned or unplanned) on Carleton's campus. In the event of any operational disruption, Finance and Administration plays a central role in mitigating disruption and will, therefore, have access to the most up-to-date and accurate information.

Communications with the university community regarding the disruption will be handled by OVPFA. Any information required by the Department of University Communications (DUC) and other campus stakeholders will be provided by the Office of the Vice-President (Finance and Administration) and its Assistant Director, Strategic Initiatives and Communications.

## 2 Roles, Responsibilities and Approvals

### 2.1 Overview – Planned or Unplanned Operational Disruptions

Carleton takes an all-hazards approach that also applies to operational disruptions. Some examples include: fire, power outages, chemical spills, critical injury, IT compromises, water supply interruptions, weather-related issues like flooding or downed trees, and the impact of construction projects (e.g. road and or pathway closures). Operational disruptions can be planned or unplanned. In the event of a planned outage, a communications plan is developed by OVPFA in advance with key stakeholders, whereas during an unplanned disruption the communications are developed in real-time to ensure the campus community is informed in a timely manner.

**Please note:** In the event of a labour disruption, communications would be channeled through the appropriate Labour Relations Team (e.g. HR for staff labour relations; the Deputy Provost's Office for academic labour relations)

### 2.2 Office of the Vice-President (Finance and Administration)

The Finance and Administration division is the steward of the university's human, technical, financial, and physical resources. The division is comprised of the following eight departments:

- Campus Safety Services (CSS)
- Facilities Management and Planning (FMP)
- Financial Services
- Human Resources
- ITS
- Office of Quality Initiatives (OQI)
- Office of Risk Management (ORM)
- Pension Fund Management Office

As a result of the scope of Finance and Administration's role on campus, and given that CSS, FMP, ITS and ORM are involved in most incidents, the communications about operational disruptions will be led by the Office of the Vice-President (Finance and Administration) and the Assistant Director, Strategic Initiatives and Communications (OVPFA). The information sharing process is outlined in the process map in Appendix A.

ROLE	RESPONSIBILITIES
<p>Vice-President (Finance and Administration) Cellphone: 613-302-6838</p>	<ul style="list-style-type: none"> <li>• Authorizes internal emergency communications as required.</li> <li>• Provides information and updates to senior leadership team and President as necessary.</li> </ul>
<p>Assistant Director, Strategic Initiatives and Communications (OVPFA)  Cellphone: 613-986-1833</p>	<ul style="list-style-type: none"> <li>• Main contact for all communications and co-ordinates approvals</li> <li>• Develops communications and recommends communications approach to VPFA.</li> <li>• Informs DUC about incident and subsequent updates. Provides support for any media messaging as necessary.</li> <li>• Disseminates communications and subsequent updates to campus community or as determined.</li> </ul>
<p>F&amp;A departments</p>	<ul style="list-style-type: none"> <li>• Keeps VPFA and AD, Strategic Initiatives and Communications updated throughout incident.</li> </ul>
<p>Department of University Communications  Emma Bowie: (Director, Communications) 613-914-2607  Steven Reid: (media relations) 613-265-6613  Jamie Roger (social media/Carleton website): 613-297-2911</p>	<ul style="list-style-type: none"> <li>• Triages and provides media relations support and co-ordinates any information required to manage reputation issues with stakeholders external to the campus community.</li> <li>• Monitors social media and informs OVPFA of any emerging issues.</li> </ul>

# Appendix A:



