

Policy Name:	Emergency Notification System
Originating/Responsible Department:	Office of Risk Management
Approval Authority:	Senior Management Committee
Date of Original Policy:	November 2009
Last Updated:	December 2024
Mandatory Revision date:	December 2029
Contact:	Emergency Management & Continuity of Operations Manager

Purpose:

This policy outlines the implementation of an Emergency Notification System (ENS) and the protocols that establishes the criteria to activate the ENS for Carleton University during an emergency.

Scope:

This policy applies to all members of the Carleton community and visitors who will benefit from receiving a notification in the event of an emergency that requires the activation of Carleton ENS. The ENS system utilizes the campus network of computer monitors, email distribution, and a push notification through the Carleton mobile app. The ENS activation supports Carleton University's ability to disseminate a notification by several methods simultaneously while allowing for other forms of communication to be implemented in support of response and recovery operations during an emergency. This includes but not limited to an official statement from the university, as well as follow-up communications/updates to the campus community as necessary.

Procedures:

The ENS is a simultaneous system of notification to advise the Carleton community of an emergent situation and courses of action that individuals can follow to support personal safety. It is only activated in an unfolding emergency during which members of the campus community need to be informed about taking a specific action.

In this policy, an emergency is defined as a sudden, urgent, usually unexpected occurrence or event requiring immediate action. Emergencies are usually disruptive and can often be anticipated or prepared for, but seldom exactly foreseen. Emergencies often require a response by individuals and often require support from first responders both internal and external to the university.

The ENS will support the Carleton University campus with the capability to disseminate information to the campus community of imminent or unfolding hazards to life safety. The ENS uses a series of predetermined and pre-approved messages that are released from the Campus Safety Services (CSS) Emergency Communications Centre.

Roles and Responsibilities:

It is the responsibility of the Executive Director of Campus Safety Services and the Executive Director of the Office of Risk Management to determine the procedures and activation criteria to employ the ENS to support the awareness of the community in an emergency. The ENS shall be activated to support an emergency notification as established in the procedures supporting this policy. The ENS platform shall be tested regularly internally by CSS personnel and a community-wide test message will be conducted, at minimum, each semester to ensure constant operational readiness.

Links to Related Policies:

Campus Assistance Phone

Risk Management

Safety Information Alerts

Student Communication

Contacts:

Executive Director, Office of Risk Management

Executive Director, Campus Safety Services

Emergency Management & Continuity of Operations Manager