

Purpose/Background

The division recognizes that it has a responsibility to respond to urgent non-emergency situations where there is no apparent immediate danger for persons and/or property. This procedure provides direction for the management of urgent, but non-emergency, situations involving division facilities and grounds.

Note: The RVS Emergency Response Plan is the division's guide in all crisis situations.

Procedure

1. Evaluate the situation:
 - 1.1. Follow the RVS Emergency Response Plan protocols if this is an emergency posing immediate and significant danger to persons and/or property.
 - 1.2. Consider the nature of the situation relative to the following examples and contact the appropriate individual as indicated.
2. Consider the current time of day, the day of week, current facility activity levels, along with the magnitude of the situation:
 - 2.1. During business hours:
 - 2.1.1. Notify the Head Building Operator/Administrator of the situation.
 - 2.1.2. The HBO/Administrator contacts the Service Response Centre (via phone call) as well as entering a Service Request in Asset Planner.
 - 2.2. After the school day, consider the current time and magnitude of the situation to determine if it can wait until the next school day. If unsure, please call after-hours emergent maintenance line at 403-863-4841 to discuss and determine if an immediate response is required.
3. Emergency matters:
 - 3.1. Are situations where there is immediate risk of harm to staff, students or occupants of the building. Responses are outlined in the Emergency response plan with assistance offered through the divisions' crisis line 403.880.2502
 - 3.1.1. P3 Schools are to contact the after-hours emergent maintenance line for P3 Schools.
 - 3.1.2. All other facilities are to contact the after-hours emergent maintenance line at 403-863-4841 (NOTE: call out charges may apply)
4. Examples of **unusual situations** that are **not emergencies**:
 - 4.1. Unusual odors such as sewer, rotten egg (no sign of gas leak), etc.
 - 4.2. Minor power outages in a section(s) of the facility or on grounds.
 - 4.3. Extreme temperatures in a section(s) of the facility.
 - 4.4. Minor water leak or roof leaks.
 - 4.5. Minor vandalism.
 - 4.6. Minor interior security issues.
 - 4.7. Equipment not functional.



- 4.8. Objects placed or thrown onto the property.
- 4.9. Phone systems down (these should be called into the Supply Management Department).
 - 4.9.1. After hours phone issues should wait until the following morning.
- 4.10. Internet outages/program outages (these should be called into the Technology Department Service Desk 403.945.4079).
 - 4.10.1. After hours internet issues should wait until the following morning.
- 4.11. Other situations not limited to the above.

References:

- Education Act Sections 33, 52, 53, 68, 197, 222, 225
- Emergency Response Plan Protocols - Hour Zero
- AP5407 Public, Private Partnerships (P3) School Requirements