



Refer to your *Get Started Guide* for instructions on how to access your account.

Frequently Asked Questions about Hour-Zero Online

What is Hour-Zero Online?

Hour-Zero Online (HZ Online) is the Web-based application used to store your School/Site Emergency Response Plan (ERP).

Why is Staff Information included?

Staff information is an important piece to the foundation of your school/site emergency plan. There are several reasons it is included on HZ Online.

1. Basic information is needed to provide you authorized access to HZ Online.
 - First Name
 - Last Name
 - Email Address
 - School/Site Assignment
2. Certain information is needed to assist your site/school in the development and maintenance of your emergency plan (e.g., training, position assignments, communication).
 - Phone Numbers
 - Skill Inventory
3. Some information is collected to provide assistance to individuals whose medical conditions may necessitate it and/or to contact designated emergency contacts.
 - Emergency Contacts
 - Medical Alert Information
 - Birth date

Item 3 information is collected purely on a VOLUNTARY BASIS - you are not obligated to provide this information, unless otherwise instructed by your supervisor.

Where is the information stored?

The information is stored in secure data centers at undisclosed locations¹. Access to data centers is limited to a select group of authorized HZ Online Administrators.

¹ Canadian data is stored in Canada.

How is the information used?

The information is used primarily for the implementation and maintenance of your emergency plan. A few examples include contacting and/or locating staff during off-hours, emergency team or buddy teams assignments, and online training.

Medical Alert information is an exception.

Medical Alert information is used only if needed at the time of an emergency AND only if you are unable to communicate the information yourself, e.g., you are unconscious or you are in a life-threatening situation.

Medical Alert information and birth dates are provided purely on a voluntary basis - you are not obligated to provide this information. This information is collected to assist responders in providing you with appropriate and efficient help, if needed. E.g., Allergies or heart conditions requiring prescribed medication.

If you DO NOT want to provide any medical information, simply go to the Medical Alert screen on HZ Online and click SUBMIT. No information will be recorded in the system, but the system will register this task as being completed by you.

If you DO want to provide medical alert information but not via HZ Online, you can print a blank copy of the Medical Alert form, fill it out manually and physically submit it to your supervisor.

Online Medical Alert information is monitored by and subject to Privacy Access Alerts. This means if your medical alert information is accessed (viewed) by anyone, HZ Online automatically sends you an email advising you that your information has been accessed and who accessed it.

Medical alert information stored on HZ Online is not intended to cover health care proxy issues.

Who has access to your information?

Access to Staff Information is based on the role a person is assigned within your ERP, which includes the following positions:

Program Coordinator - an employee of your school district who is responsible for maintaining your District Emergency Plan. Typically a district-level staff, such as the Risk Manager or the OH&S Officer. Your Superintendent authorizes who has access rights at this level.

HZ District Administrators - employees of your school district who assist in the implementation and maintenance of your District Emergency Plan. Typically district-level staff, such as Assoc. Superintendent, HR, Communications or IT staff. Your Program Coordinator determines who has access rights at this level.

HZ Site Administrators² - employees of YOUR school/site who are responsible for implementing and maintaining your School/Site Emergency Plan. Typically administrators or administrative support staff at your school/site, such as Principal, Assistant Principal, Head Secretary. Your Principal/Site Manager determines who has access rights at this level.

Administrative Command Team (ACT) members - employees of your school district who serve on the district emergency team and are responsible for implementing the District Plan should an emergency occur. Your Superintendent authorizes who has access rights at this level.

School/Site Emergency Response Team³ (SERT) members - employees of YOUR school/site who serve on your school/site emergency response team and are responsible for implementing the School/Site Plan should an emergency occur. Your Principal/Site Manager determines who has access rights at this level. SERT access is limited to summary reports and cannot access a person's individual record.

² ³ Individuals from other school/sites with these access rights DO NOT have access to your information.

Hour-Zero Online Administrators - individuals employed by Hour-Zero Crisis Consulting Ltd. who assist in troubleshooting issues pertaining to the Web application. All Hour-Zero Online Administrators are required to undergo a Police Security Clearance and Criminal Record Check.

First Responders **do not have access** to your personal records. Authorized First Responder agencies do have limited access to information contained in summary reports.

Data stored on HZ Online is subject to the regulations of local "Privacy Act" legislation. Hour-Zero does not share your information with any third party.

How does Hour-Zero protect your data?

HZ Online uses public key encryption. This is the same encryption used by banks for online banking transactions.

User ID and Password. To access account information, you must provide a User ID and a Password to enter the secure area of HZ Online. Your password is not displayed when entered (i.e., the password is concealed and does not appear in clear text on your screen).

Auto-generated passwords. Hour-Zero maintains no physical record of your password and cannot access your electronic one. No one other than you will know your password unless you tell them. That is why it is important you do not share your password and why a new password must be generated if you forget yours - there is no way to retrieve it.

Security monitoring devices are used 24-hours a day, 7-days a week to help ensure your information is secure.

**For more information,
contact your Program Coordinator**

- or -

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