



Canadian Memorial Chiropractic College

EMERGENCY PREPAREDNESS

&

RESPONSE PROCEDURES

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CMCC Emergency Preparedness & Response Procedures

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CMCC EMERGENCY PREPAREDNESS & RESPONSE PROCEDURES

1.0 PURPOSE

CMCC is committed to ensuring a healthy and safe environment for our staff, students and patients. The purpose of these emergency response procedures is to address the following areas:

Awareness and Education: To ensure all CMCC stakeholders are aware of, trained and educated in taking the appropriate actions in an emergency situation

Emergency Preparedness: Detailed roles and responsibilities for staff responding to an emergency situation

Risk Management: Prevention and reduction of any injury and/or damage to CMCC property

2.0 SCOPE/RESPONSIBILITY

2.1 Scope:

- This plan covers all operations and departments of CMCC.

2.2 Responsibilities

Senior Management:

- Develop, implement, monitor and maintain this plan.

Manager/Director:

- Upon receiving a report of an emergency assess the concern and determine the steps that should be implemented to protect staff, faculty, students and patients, in conjunction with Senior Management.

Fire Wardens:

- When evacuations are required, the Manager/Director will complete a sweep of the building to ensure all individuals have evacuated and the doors and windows are closed.
- Perform a head count and immediately notify the Director, Physical Facilities of any missing person(s). If the Director, Physical Facilities is not available, then the Manager/Director must notify the emergency services (fire, police, and paramedics) of any missing person(s). If first aid is required, immediately provide assistance to the injured worker.

Reception (Campus, including the Clinic):

- Bring the “Visitors’ Sign-in Book” to the meeting location. Conduct a head count for the visitors who have signed into the building. Review the results of the head count with the Director, Physical Facilities.

First Aid Provider:

- Provide first aid to individuals who are injured in the workplace.
- Bring a first aid kit to the scene of the accident. (First aid kits are loosely mounted to the wall so that they can be removed easily)

Joint Health and Safety Committee (JHSC):

- Provide the initial review and approval of the document relevant to the Health & Safety Program.
- Internal “testing” of Emergency Response Procedures.

Employees, Students:

- **If an evacuation is necessary**, immediately stop all functions. Leave the building via the nearest exit and meet in the parking lot at the front of the building. Do not leave the meeting area until an ‘all clear’ sign, or further action is communicated by the Fire Wardens
- In the event of a first aid emergency, the employees are required to immediately notify the Supervisor and/or a person trained in first aid.
- Do not re-enter the building until the Fire Department says it is safe to re-enter the building. The Fire Chief will notify the Director, Physical Facilities, who will notify the Fire Wardens. The Fire Wardens will advise you that it is safe to return.

Managers/Directors/Employees/Students are not permitted to disclose any information to outside parties. The official liaison with any outside parties will be either the President or a designate.

3.0 DEFINITIONS

Planned Drill: A test of the procedure, or a part of the procedure, in order to determine effectiveness and the understanding of employees. All employees will be notified in advance of the type and time of the drill.

Emergency Plan: Documentation of a pre-planned procedure that is to be followed by all employees and students in the event of an emergency.

Emergency Services: Fire Department, Police, Paramedics.

Senior Management: President; Senior Advisor to the President; Vice President, Institutional Advancement; Vice President, Finance; Vice President, Administration and Institutional Planning; Dean, Undergraduate Education; Dean, Graduate Education and Research; Director, Human Resources; Director Student Services and Registrar.

Manager: An employee of the institution who may be responsible for the supervision of other employees, including:

- Conducting performance appraisals
- Authorizing overtime
- Planning, organizing, directing and controlling the activities within a department and/or
- Administering the budget

4.0 TRAINING

The emergency response procedures will be made available to all employees and students through training.

The training will cover:

- Reporting emergencies
- Evacuation routes
- Alarm or warning systems
- Specific assigned actions

Annual drills will be conducted to ensure that all employees know what to do in case of a fire or evacuation. Persons with specific duties will be given additional training and exercise drills.

5.0 EVACUATION

Situations requiring evacuation include: fire, hazardous material release, hostile intruders, bomb threats and earthquakes. The need for evacuation in other situations will be determined by emergency personnel and you will be advised if evacuation is necessary.

6.0 FIRE

6.1 Response to Fire Alarm

At the first sign of fire:

Activate the fire alarm (Fire alarms are located at each stairwell.)

Call 911 and Switchboard ("0")

Evacuate the Building

- Stay calm
- Do not panic
- Turn off any equipment you are using, provided you are not in any immediate danger
- Advise your Senior Manager, Manager/Director – if they are on your way out of the building
- Where possible, close all office doors
- Be aware of more than one escape route

- Do not attempt to collect your personal belongings
- Leave the building by the nearest exit
- Go to your designated meeting location
- Do not stand near the building – move to the back of the parking lot to allow room for emergency vehicles.
- Do not re-enter the building until the Fire Department says it is safe to re-enter the building. The Fire Chief will notify Physical Facilities, who will notify the Fire Wardens. The Fire Wardens will advise you that it is safe to return.

When you hear the fire alarm:

- When the Fire Alarm sounds, Switchboard will call 911 and report a fire at the Canadian Memorial Chiropractic College, 6100 Leslie Street. The Fire Alarm panel is also monitored by ADT who will also notify the fire department
- Turn off any equipment you are using, provided you are not in any immediate danger
- Assist disabled or injured persons in evacuating the building. Elevators are only for use by the disabled during an evacuation - not a fire.
- Do not use the elevator.
- Fire Wardens will start to evacuate the areas that they are responsible for and have people exit at the closest exit.
- Go to the nearest exit
- Be aware of more than one escape route
- Do not attempt to collect your personal belongings
- Leave the building by the nearest exit
- Go to your designated meeting location
- Do not stand near the building – move to the back of the parking lot to allow room for emergency vehicles.
- Once outside, move away from the building. Keep streets and walkways clear for emergency vehicles and personnel.
- An emergency command post may be set up by Physical Facilities and Emergency Services. Keep clear of the command post unless you have important information to report.
- Do not re-enter the building until the Fire Department says it is safe to re-enter the building. The Fire Chief will notify Physical Facilities, who will notify the fire Wardens. The fire Wardens will advise you that it is safe to return.

If you know someone is still in the building:

- Notify a Manager/Director immediately
- Tell that person whether the person is hurt or not
- Tell that person where you last saw the person
- DO NOT ENDANGER YOUR OWN LIFE
- DO NOT RE-ENTER THE BUILDING
- Let trained personnel take care of the situation

Managers/Directors:

- Perform a headcount of your employees – if you believe that someone is still in the building, notify the onsite emergency personnel.

- Remain on the parking lot until you are given the all clear to return to the building.

Note: If you become trapped in a building during a fire and a window, that opens, is available, place an article of clothing (shirt, coat, etc) outside the window as a marker for emergency personnel. If there isn't a window you should stay near the floor where the air is more breathable. Shout at regular intervals to alert emergency personnel of your location.

6.2 Fire Drill Procedure

- ADT and Fire Department notified of the upcoming drill ahead of time.
- Physical Facilities will activate the pull stations.
- When the alarm sounds, the switchboard operator will call ext 199 and report the alarm.
- At the sound of the alarm, all Fire Wardens will have the people evacuate the areas and move outside to the designated area.
- When the building is evacuated, Physical Facilities will reset the alarm panel and inform the people that they may enter the building.
- Director, Physical Facilities will meet with Human Resources when the Drill is completed to see how the evacuation went and if there are any recommendations.

7.0 FIRST AID/AED

The Clinicians are our Primary First Aiders and are trained in First Aid, CPR and AED (*Automated External Defibrillator*).

In all cases of an injury, the employee shall:

- Promptly obtain first aid
- Notify your supervisor as soon as possible of your injury
- Complete and promptly return an incident Report Form
- Make every effort to keep Human Resources and your Manager aware of all particulars relating to your injury
- Should your injury require additional medical attention, outside the clinicians' or first aider's ability, you will be transported to the nearest hospital either by taxi or ambulance, depending on the severity of the injury.

In case of transport by ambulance to a hospital, Switchboard or Clinic Reception will call emergency Services. Be certain to include the following:

1. Company name and address: Canadian Memorial Chiropractic College, 6100 Leslie Street, Toronto, ON M2H 3J1 (416) 482-2340
2. Most suitable door of entry (nearest the injured person)
3. First Aid attendant is to accompany the injured person to the hospital
4. Post a person at the door to direct the emergency responders to the injured person

Note: First Aid boxes are located in each department for minor injuries, i.e., paper cuts. Injuries of this type do not require a report.

A list of First Aiders and a list of First Aid Box/AED/Oxygen are posted on the Health and Safety Bulletin Board.

8.0 POWER FAILURE

In the event of a major utility failure occurring during regular working hours (8:00 am – 5:00 pm, Monday – Friday) or after normal hours of operation, immediately call the institution's Emergency Contact Number at extensions 199 or 152. If you cannot reach anyone at those two extensions, please call the Director of Physical Facilities at 416-460-2340 or the Superintendent at 647-225-6693.

- Remain calm
- CMCC has a back-up generator that will provide power to the emergency equipment
- Stay where you are and wait for instructions from a Manager/Director
- Shut off any equipment you are using; when you are requested to do so
- Physical Facilities will provide instructions to Managers and Supervisors

For Patient Safety:

Patient safety is our major concern. Please follow these instructions immediately when a power failure occurs:

- All patient care must cease immediately.
- Open the treatment door so that some hall light may diffuse into the room.
- Interns are to remain with the patient and clinical faculty will report to the main floor reception area to obtain a flashlight to facilitate patient evacuation from the treatment areas.
- The Clinic Managers or the Clinic Faculty Co-ordinator on duty will ascertain the expected duration of the power failure and contact the Associate Dean/Director or Dean for direction.
- If power is restored within one half hour, patient care may resume.
- If power failure extends past one half hour and there is no indication that it will be resumed within one hour, it will be understood that the clinic will be shut down and attempts will be made to contact patients to inform them of the closing.
- The clinic Manager/Co-ordinator or their designate will appoint Clinical Faculty and some interns to remain on duty to manage patient care if power is restored before normal clinic closing.
- Clinical Staff will ensure that an appropriate notice of closure is placed on the entrances to the clinic.
- One clinical staff person will remain on duty as long as visibility will permit.

9.0 ELEVATOR EMERGENCY

If you are trapped in an elevator:

- Remain calm.
- Do **NOT** attempt to open elevator doors or escape through the overhead hatch
- Use the emergency phone in the elevator which dials directly to Montgomery Kone, the elevator service company. They will dispatch someone to CMCC to assist you.

- Press the emergency alarm which will signal for anyone in the building to come to your aid.

If someone is trapped in an elevator:

- If you hear someone trapped in an elevator during working hours, notify Physical Facilities at ext. 199 or ext. 152; or call Switchboard "0".
- After hours call the Director of Physical Facilities at 416-460-2340 or the Superintendent at 647-225-6693.
- In cases where there may be an emergency medical situation, call Emergency Services "911."
- Do **NOT** attempt a rescue.

10.0 SEVERE WEATHER

- President or designee will make announcement to take shelter and/or evacuate the building during operating hours of CMCC.
- If CMCC is closed due to bad weather, there will be a message on the phone system, as well as the main page of the website by 6:30 am. An announcement will also be sent to local radio and television stations.

11.0 PANDEMIC

CMCC will closely monitor any developments in the international outbreak of any influenza that could result in a pandemic.

Following notification of a Heightened Surveillance Alert from the Toronto Public Health Department, the following CMCC response will be initiated:

- Notification of Senior Management Team and CMCC Emergency and Pandemic Response Team and convene immediately in the Board Room (Crisis Centre).
- This Committee will make decisions with respect to an institutional lock down and advanced screening phase.
- Individuals will be assigned to staff the Crisis Centre on a rotational basis.
- The Director of Marketing and Communications will make an announcement within the institution to inform all staff and students that CMCC is moving into an institutional screening and lock-down phase (PA Announcement + email announcement + voice mail message). A public bulletin will also be added to CMCC's web site outlining the elevated screening process.

11.1 Screening and Lockdown

Director, Physical Facilities:

- Notify his staff to lock all external doors and post signs indicating that access to 6100 Leslie Street will be restricted to the front (north) entrance.
- Notify external Security Service provider seeking full time staffing during regular hours of operation.

Vice President, Finance:

- Notify external contractors (Food Services, Janitorial and any others known) of CMCC's Institutional Screening Procedures

Vice President, Administration and Institutional Planning

- Provide a contact sheet listing members of the Senior Management Team, the Emergency and Pandemic Response Team, and other significant contacts.

Director, Student Services and Registrar

- Provide a current list of all students to the Crisis Centre.

Director, Human Resources

- Provide a current list of all employees to the Crisis Centre.
- Assist Clinic in the preparation of a rotational schedule of employees

Associate Dean, Clinics

- Initiate a number of full screening stations in the north Atrium and at Clinic Receptions
- Stations to be staffed by a DC, accompanied by a staff member or intern
- Assist HR in the preparation of a rotational schedule of employees to seconded to the above roles

Screening will be done at each and every access to 6100 Leslie Street and the Bronte Harbour Clinic

- i) Each employee/student/patient will be required to sign in and out of the facility on the attendance sheets when entering and exiting the building.
- ii) Each employee/student/patient will be required to complete a brief health screening questionnaire prior to entering the building.
- iii) Each employee/student/patient will be tested for signs of fever and evidence of any other symptoms relevant to the elevated alert.
- iv) Access into the facility will be dictated by the results of this screening.
- v) The screening tool will provide direction on how to proceed, dependent on the results.
- vi) Interactions with the Toronto Department of Public Health, as required, will be facilitated through the Associate Dean, Clinics.

Note: All other CMCC Clinics are to follow the procedures for a Pandemic as set out by the hosting organization.

11.2 Communication

All media inquires on this matter is to be directed to the Director of Marketing and Communications.

The Director of Marketing and Communications, in conjunction with the Emergency and Pandemic Response Team, will prepare updates to be sent to employees and students.

11.3 Attendance

- Division Directors will submit electronic attendance reports daily to the Director of Human Resources.
- Until and unless CMCC closes its facilities due to the pandemic, employees are expected to report to work and students are expected to attend classes.
- Employees choosing not to report to work may take eligible paid and/or unpaid leaves, per CMCC policy, provided these are reported to their direct supervisors in accordance with said policies.
- In the event of a pandemic and widespread absenteeism CMCC may choose to close its facilities for the duration of the pandemic.
- CMCC employees and students will be notified via email, broadcast voicemail, and a bulletin will be posted on MyCMCC. A public notice will be posted on CMCC's web site announcing the elevated level of screening.
- Clinic Administration will place notices (approved by the Division of Marketing and Communications) on the front doors of the building to notify patients.
- Employees requiring access to the building during such a closure are required to email their request to the Vice President, Administration and Institutional Planning for approval. Examples of such access may be: research scientists to access their research samples; IT staff to access the networks, if not otherwise available remotely; Facilities staff to ensure the safe and secure operations of the facility, etc.

12.0 WORKPLACE VIOLENCE

Workplace violence is any act in which a person is abused, threatened, intimidated or assaulted in his or her employment. Workplace violence includes:

- Threatening behaviour – such as shaking fists, destroying property or throwing objects
- Verbal or written threats – any expression of an intent to inflict harm
- Harassment – any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is know or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying or other inappropriate activities.

- Verbal abuse – swearing, insults or condescending language
- Physical attacks – hitting, shoving, pushing or kicking
- Other – rumours, swearing, verbal abuse, pranks, arguments, property damage, vandalism, sabotage, pushing, theft, physical assaults, psychological trauma, anger-related incidents

12.1 Reporting Requirements

Imminent Threat – where there is actual violent behaviour.

- Call “911” immediately.
- If you cannot call yourself, if there is someone else present, motion for them to call 911.

Urgent Threats – where it appears that the violent behaviour is likely to take place, such as verbal altercation that appears to be escalating.

- Once you are safe, report the incident to your immediate supervisor, manager or director and the Director of Human Resources or the Director of Student Services.

Emerging or Potential Threats – An emerging or potential threat is one where you believe a situation has the potential for becoming violent over time because it exhibits one or more of the above workplace violence acts.

- Report the incident to your immediate supervisor, manager or director and the Director of Human Resources or the Director of Student Services.

Manager/Supervisor/Director of Someone Who Feels Threatened:

- Report the situation to the Director of Human Resources or the Director of Student Services, as soon as you are aware of it.
- Keep the information the employee/student has provided to you confidential, except for the reporting requirements.
- CMCC will ensure that the individual gets immediate medical attention if required and will encourage the individual to seek additional assistance i.e. EAP or School Psychologist

13.0 BOMB THREAT & SUSPICIOUS PACKAGE

If you observe a suspicious object or potential bomb, **DO NOT HANDLE THE OBJECT! Clear the area immediately and call Switchboard.** Switchboard will immediately call 911 and Physical Facilities. Physical Facilities will initiate evacuation if required.

Most bomb threats are made by phone. Any person receiving a phone call that a bomb or other explosive object has been placed within CMCC is to follow these procedures:

1. Listen to what the caller is saying
2. Be calm and courteous
3. Do not interrupt the caller or hang up
4. Obtain as much information as you can – suggested questions are listed below

5. Do not put the caller on hold
6. If you have call display, record the number.

Questions:

- When is the bomb going to explode? AM -- PM
- Where is the bomb located? classroom, hall, office, stairwell, other
- What kind of bomb is it?
- What does it look like?
- Where are you calling from?
- What is your name?
- Why did you place the bomb?

Keep talking to the caller as long as possible and record the following:

- Date and time of call
- Sex of caller
- Speech pattern/accents – English, French, Asian, Middle Eastern, etc. (describe)
- Diction: deliberate, rushed, clipped, slurred lisp, nasal, other
- Emotional state. – calm, emotional, threatening, vulgar
- Any other identifying information:
- Background noise – traffic, horns, children's voices, television, animals, etc.

When talking with 911 - supply them with the information outlined above. The police will ask the bomb squad to remove the bomb.

- The police will conduct a detailed bomb search. All employees are to make a cursory inspection of their area for suspicious objects and report the location to Physical Facilities. Physical Facilities will report it to the Police. **DO NOT TOUCH THE OBJECT!**
- Assist disabled or injured persons in evacuating the building. Elevators are only for use by the disabled during an evacuation. In case of fire, no one should use an elevator.
- Once outside, move to a predetermined area, away from the building. Keep streets and walkways clear for emergency vehicles and personnel
- If requested, assist Physical Facilities.
- An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have important information to report.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by Physical Facilities.

14.0 EXPLOSION

In the event of an explosion or similar incident, Physical Facilities will arrange for the notification of Emergency Services such as Police, Fire Department and Ambulance.

- Stay calm.
- Do not panic.
- Turn off any equipment you are using, provided you are not in any immediate danger
- Immediately take cover under tables, desks and other such objects which will give protection against falling glass or debris.

- After the effects of the explosion and/or fire have subsided, leave by the nearest exit.
- Be aware of more than one escape route.
- Do not attempt to collect your personal belongings.
- Go to your meeting area.
- Do not stand near the building – move to the back of the parking lot to allow room for emergency vehicles.
- If you know someone is in the building, notify your Manager/Supervisor/Faculty Member or a member of management immediately.
- Tell them whether the person is hurt or not.
- Tell them where you last saw the person.
- Assist disabled or injured persons in evacuating the building. Elevators are only for use by the disabled during an evacuation. In case of fire, or earthquake, no one should use an elevator.
- Once outside, move away from the building. Keep streets and walkways clear for emergency vehicles and personnel.
- An emergency command post may be set up by Physical Facilities and Emergency Services. Keep clear of the command post unless you have important information to report.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by Physical Facilities, or Fire Wardens.

15.0 GAS LEAK

- Remain calm.
- **DO NOT SHUT OFF EQUIPMENT!**
- **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT!**
- Notify Physical Facilities (x 199).
- Leave the immediate area of the leak.
- Pull the fire alarm in an area of the building separate from the leak.
- Evacuate the building as you would, had there been a fire.
- Proceed to meeting location for attendance.
- Stay in meeting area until instructions are provided by the fire department or Fire Wardens.

16.0 PLUMBING FAILURE/FLOODING

- Cease all use of electrical equipment.
- Ex. Walk away from your computer; do not touch it.
- Notify Physical Facilities (x199).
- If necessary, evacuate the area.

17.0 VENTILATION PROBLEM

- If smoke or odors come from the ventilation system, immediately notify Physical Facilities (x199).
- If necessary, cease all operations and vacate the area.

18.0 EARTHQUAKE/TORNADO

In case of an earthquake or tornado do the following:

During the earthquake or tornado

- Stay calm, do not panic.
- Remain indoors -- do not go outside.
- If outdoors, move quickly away from the building, utility poles, and other structures. Caution: Always avoid power or utility lines as they may be energized.
- Do not go into the underground garage.
- Go to a hallway and crouch down against an inside wall.
- Take cover under a heavy table, desk or any solid furniture and hold on.
- Avoid doorways as doors may slam shut and cause injuries.
- Stay away from windows, glass partitions, and light fixtures.
- If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it affords.
- After the initial shock, evaluate the situation and if emergency help is necessary, call Physical Facilities (x 199). Protect yourself at all times and be prepared for after-shocks.
- Damaged facilities should be reported to Physical Facilities (x 199)

Note: Gas leaks and power failure create special hazards. Please refer to the section on Power Failure and Gas Leaks.

After the earthquake or tornado:

- Stay calm.
- Take a headcount to ensure all employees, students and visitors/patients are accounted for.
- Check if anyone is injured and administer first aid where necessary.
- Use the phone to report serious injuries requiring immediate medical attention.
- Do not enter damaged areas of the building.
- Do not light matches or turn on light switches until the building has been checked and deemed safe.
- When you are told to leave, walk quickly to the nearest marked exit and alter others to do the same.
- Assist disabled or injured persons in evacuating the building. Elevators are only for use by the disabled during an evacuation. In case of fire, no one should use an elevator.
- Once outside, move away from the building. Keep streets and walkways clear for emergency vehicles and personnel.
- An emergency command post may be set up by Physical Facilities and Emergency Services. Keep clear of the command post unless you have important information to report.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by Physical Facilities or Fire Wardens.

When there is a threat of tornado, a tornado watch will be set up. A radio will be made available, which is to be set to the weather station, for monitoring the weather.

Where there is a possibility of tornado/earthquake, the Switchboard Operator will be required to maintain a watch by listening to the radio for updates. The Switchboard Operator will notify the President and the Director Physical Facilities if there is a possibility of endangerment

19.0 CHEMICAL/HAZARDOUS SPILL

NOTE: A spill as defined by the Environmental Protection Act (Part IX) means a discharge of pollutant.

- Any spill of a chemical is to be reported immediately to the Director, Physical Facilities (x 199).
- When reporting a spill, be specific about the nature of the involved material and the location and give your name to the person you are reporting to.
- Physical Facilities will assess the spill and contact necessary specialist authorities and medical personnel if required.
- All staff and students should vacate the affected area at once.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their names to Director, Physical Facilities. Any required first aid and clean-up should be started at once.
- If necessary or directed to do so by Director, Physical Facilities Specialist, inform other staff of the spill.
- When told to leave by the Director, Physical Facilities, walk quickly to the nearest exit and alert others to do the same.
- Assist disabled or injured persons in evacuating the building. Elevators are only for use by the disabled during an evacuation. In case of fire or earthquake, no one should use an elevator.
- Once outside, move away from the building. Keep streets and walkways clear for emergency vehicles and personnel.
- An emergency command post may be set up by Physical Facilities and Emergency Services. Keep clear of the command post unless you have important information to report.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by Physical Facilities or Fire Wardens.

Note: Spills, which cause adverse effects (as above), are reportable to the Ministry of Environment (MOE). For all reportable spills, Physical Facilities or the Human Resources shall be available to take part in any investigation by the MOE.

20.0 HOSTILE INTRUDER

Definition: One or more persons participate in a random or systematic action demonstrating their intent to harm others. This may include the use of weapons. If a hostile intruder enters the building,

- Do not pull the fire alarm.
- Calmly exit the building.
- Tell anyone you see to evacuate.

- Call 911 and Switchboard “0.”
- Notify the closest Management personnel.
- If you are an instructor or in charge of a class, ensure all members of the class exit the building.

If for any reason, you cannot immediately exit the building:

- Enter the nearest room or office.
- Close and lock the door if possible.
- Cover the window if possible.
- Take shelter behind a sturdy piece of furniture.
- Keep quiet and turn off all lights, audio equipment etc to give the impression no one is in the room.
- Do not answer the door to anyone.

21.0 COMMUNICATION WITH MEDIA

The President, or Designee, will communicate/address all situations with the Media. This may be direct contact themselves, or by someone they have contacted to handle situations involving the media.

No other persons are to communicate with the media at any time.

22.0 DEBRIEFING

Senior Management will hold a debriefing meeting to discuss the outcome of all emergency evacuations.