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# Emergency Plan

(Desk Reference Manual)

If you have any questions or comments regarding this document, please contact:

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## 1-PRESENTATION

Developing and maintaining emergency management policies is a vital, continuous and dynamic process for the safety of Saint Paul University staff, students, clients and visitors. This document was prepared with the overall objective of preparation for the response of emergencies to mitigate and minimize the loss and risk by maintaining order, preserving the safety of occupants and minimizing property damage.

The objectives of the Emergency Plan are the following:

- To prepare occupants for emergency incidents through regular practice of the procedures, outlined in this document.
- To promote and raise awareness of the procedures that have been adopted to prepare for and respond to emergencies of any kind that may occur on or within the immediate vicinity of the Saint Paul University Campus – this includes but is not limited to shelter in place, lockdown and evacuation procedures.
- To describe the preparation and response responsibilities before, during and after an emergency incident.
- To take advantage of the resources, capacities and resiliencies of Saint Paul University and its community within this plan.
- To ensure the plan is dynamic - adjusting to the changing environment and lessons learned through regular assessments of the plan, exercises, debriefs and meetings.

To achieve the above directives, the participation and cooperation of all building occupants including the staff, student body, and community members are crucial.

This plan has been adopted to enable us to constantly improve our response to emergencies while reflecting Saint Paul University's commitment to maintaining a safe and secure environment for all students, staff and occupants of its buildings.

I would like to thank other universities that shared information, with a special thanks to the University of Texas at Austin, a leader in this field.

Chantal Beauvais  
Rector  
Saint Paul University

## **2-EMERGENCY SENIOR MANAGEMENT TEAM**

Certain incidents may require activation of the Rector's core crisis management team.

### **Membership**

- Rector (Chair)
- Vice-Rector, Academic and Research (Vice-Chair)
- Vice-Rector, Administration (Vice-Chair)
- Director of Campus Services
- Director of Human Resources Services
- Director of Recruitment and Communications Services

### **Meeting Location**

If accessible, convene in the Office of the Rector (Laframboise 171). If not accessible convene in Campus Services Office (Guigues 034).

If an alternative site is needed outside of the Saint Paul University campus, below are the following options:

- 7<sup>th</sup> floor board room, Saint Paul University residence
- A space provided by Immaculata High School:  
Donald Nault, VP  
Immaculata High School  
140 Main Street, Ottawa K1S 5P4  
Phone: 613-237-2001 / Fax: 613-563-8884  
Email: donald.nault@ocsb.ca

### **3-EMERGENCY PLAN**

#### **A-Activation**

The Emergency Plan can be activated by the Rector or a Vice-Rector or, if it is after hours, Protection Services.

When determining the level of response to an emergency, the following categories should be used to determine the scale and speed of the response:

1. **Imminent Threat to Life:** An emergency with the level of "imminent threat to life" is a scenario in which action must be taken immediately, in the best attempt to preserve life, and prevent casualty. Examples: fire and lockdown scenarios.
2. **Potential Threat to Life:** An emergency with the level of "potential threat to life" is a scenario in which there is a possibility or potential threat to life. In this case, action must be taken rapidly, to mitigate the threat or risk to life, or, if it is upgraded, to preserve life. Examples: secure schools, shelter in place and extreme weather.
3. **No Threat to Life:** An emergency with the level of "no threat to life" is a scenario in which there is no or very limited threat to life. In this case, an assessment must be made to what extent action must be taken to mitigate escalation and business interruption. Examples: loss of critical services, severe weather or low magnitude earthquake.

The scale of the emergency response will be based on the context and hazard impact, including the following guiding questions below:

1. What is the occupational health and safety risk?
2. What are the implications of the interruption on the daily business activities of the University faculties, schools, residence occupants and clients?
3. What is the expected length of the interruption?
4. What will the impact be on physical facilities?

As a general rule, the more informed the University Community is within an emergency situation, the better prepared the Community is to make responsible and safe decisions. Keeping this in mind, one must decide who should be informed of the situation, when the communication should be sent, what should be included and what types of communication methods should be used. Communication methods may include the Emergency Notification System, telephones, email, posters and so forth.

Once the building occupants are advised that the Emergency Plan has been activated, they must also be advised when the Emergency Plan is deactivated and the emergency is closed.

#### **B-Deactivation**

When the first responders have left the site, the facility has been secured and the University operations can resume, the Rector and a Vice-Rector in consultation with civil authorities may declare that the emergency is over and deactivate the Emergency Plan.

At this time, Saint Paul University staff returns to their normal duties and normal administrative processes resume.

#### **C-Follow-up**

If deemed necessary by civil authorities, an investigation may take place following an emergency. If Saint Paul University requests an investigation, this will be conducted by a qualified Saint Paul University staff

member or third party who will be employed to conduct the investigation depending on the emergency. The purpose of the investigation will be to determine the specific factors that contributed to the emergency. Care must be taken in the early stages of the response to acquire and preserve evidence required for the investigation. This may require an area to be restricted and repairs delayed until the investigation is completed.

Within 24-48 hours of the end of an emergency plan deactivation, a debrief meeting with all parties involved in the response and should be initiated. The debrief meeting should focus on the following:

1. Review of the emergency response.
2. Identify what went well in the response.
3. Identify what challenges were faced / what needs to be improved.
4. Review the impact on faculties and services.
5. Recommendations to mitigate reoccurrences of the emergency and impact on faculties and departments.
6. Review steps taken to resume normal daily activities.
7. Recommendations to improve the daily policies and procedures.
8. Submit the minutes from this debrief meeting to the Emergency Management Committee (see Appendix 5).

## 4-ALL-HAZARDS EMERGENCY RESPONSE

### Building Occupants

1. Ensure your own safety first before assisting others around you.
2. If someone's safety is at risk, call 911 and be prepared to give the following information:
  - a. Specify the location.
  - b. Describe the nature of the emergency.
  - c. Indicate the services needed (fire/ambulance/police).
3. Call or ask someone else to call Protection Services and give the following information:
  - a. Indicate whether you have called 911 and if first aid is needed.
  - b. Specify the location.
  - c. Describe the nature of the emergency.
4. Follow directions of Protection Services.

#### DO NOT:

- Speak to the media – direct any requests to Recruitment and Communications Services (ext. 3034).
- Take responsibility for the emergency on your own – there is a team for the response.
- Engage in gossip – confidential information should only be shared with civil authorities.
- Take photos or allow others to take photos of people in vulnerable situations.
- Call or disrupt the University emergency personnel with non-urgent / non-emergency issues. Be considerate of the focus needed, the level of stress and pressure responders may be under during an emergency.
- Use your cell phone unless you're reporting an emergency or it's absolutely necessary – using cell phones increases the demand on cellular network towers, and emergency responders and those in need of immediate assistance will be relying on those towers.

### Protection Services

1. Ensure your safety and those immediately around you.
2. If you are called into an emergency or discover an emergency:
  - a. Go or stay at the location of the emergency, only if it is safe to do so.
  - b. Ask if 911 has been notified. If not call 911 or ask someone else to call if needed.
    - i. Specify the location.
    - ii. Describe the nature of the emergency.
    - iii. Indicate the services are needed (fire/ambulance/police).
  - c. If there is an imminent threat to the safety and security of building occupants, contact the Emergency Notification System on-call operator (see Appendix 1).
  - d. Call the Director of Campus Services or back-up listed in the Emergency Response Team Members (see Appendix 2).
3. Perform first aid as needed and call on a member of the University First Aid Response Team if present (see Appendix 3).
4. Call for back-up from Garda to establish a perimeter / crowd control if needed.
5. Stay and wait for further instructions.
6. When in doubt, follow your post orders.

#### DO NOT:

- Speak to the media – direct to Recruitment and Communications Services (ext. 3034).
- Engage in gossip – confidential information should only be shared with civil authorities.
- Take photos or allow others to take photos.

- Take responsibility for the emergency on your own – there is a team for the response.

### **Director of Campus Services**

1. Ensure your safety and those immediately around you.
2. Ensure the following steps have been taken:
  - a. 911 has been called.
  - b. If there is imminent threat to safety, ensure the Emergency Notification System on-call operator has sent a notification (see Appendix 1).
  - c. Security is present.
  - d. First Aid Response Team has been called if needed (see Appendix 3). After business hours Protection Services will perform first aid.
3. Communicate with civil authorities (follow their instructions).
4. Call the Rector:
  - a. Describe the nature of the emergency.
  - b. Discuss whether it is necessary to launch the Emergency Plan.
5. If the Emergency Plan is not launched, ensure the Director of Recruitment and Communications Services and Directors of any other departments impacted are informed of the situation.
6. Remain on site and continue to coordinate with staff and civil authorities.
7. Update the Rector at a regular time, as requested by her and attend meetings as needed to ensure up-to-date information.
8. Ensure Conference Services has cancelled all external events, if needed, to reduce those on-site.
9. Close the emergency response in consultation with the Rector.

### **DO NOT:**

- Speak to the media – direct to Recruitment and Communications Services (ext. 3034).
- Engage in gossip – confidential information should only be shared with civil authorities.
- Take photos or allow others to take photos.
- Take responsibility for the emergency on your own – there is a team for the response.

### **Recruitment and Communications Services**

1. Ensure your safety and then the safety of those immediately around you.
2. You will be contacted by the Director of Campus Services.
3. Immediate external communication:  
If media are on-site or are expected:
  - a. Formulate a preliminary statement to communicate to on-site media.
  - b. Contact the Rector or a member of the University Executive to do the following:
    - i. Launch the Communication Plan (see section 6).
    - ii. Gather up-to-date facts, determine key messages using the Communication Plan and all instructions being sent to the University Community.
    - iii. Designate a media spokesperson, if the Rector is unavailable.
  - c. If media are on scene:
    - i. Ensure the spokesperson is debriefed, as to the key messages and facts.
    - ii. Go to the location of the emergency and report to the Director of Campus Services.
    - iii. Work with emergency personnel to create a media area away from the emergency.
    - iv. Communicate preliminary statement to on-site media.
  - d. Go to the Emergency Senior Management Team meeting, if it is launched.



4. Immediate internal communication:  
During an emergency, communicate an interim statement to the University Community of the immediate impact while considering the following:
  - a. Messages sent through the Emergency Notification System (consistency).
  - b. Important instructions to the University Community.
  - c. Disrupted services.
  - d. Restricted areas.
  - e. Support services available i.e. counselling.
  - f. Appropriate methods for delivering the communications (website, social media, press releases and so on).
  - g. If an information line is being used, ensure it is updated regularly with accurate information focusing on important instructions for staff, students, clients and parents. Also include the cancelling of external events booked at the University.
5. Within 24 hours communicate a formal statement (developed with Emergency Senior Management Team) to media and the University Community while considering the following:
  - a. Facts of the emergency e.g. location, impact, number of victims, area affected.
  - b. Family notifications and privacy of those injured.
  - c. The availability of an information line and media reception centers to deal with the influx of calls from concerned parents, staff, students, clients and the media.
  - d. Available support for the University Community – media can help get this information out University Community.
  - e. Community assistance that might be needed as required.
6. Ensure there is appropriate support for the receptionist and front line staff that may deal with an influx of calls. Debrief frontline staff to ensure everyone has the same key messages and are ready to handle the calls.
7. Update information with the media and University Community as often as possible. Ensure students and their parents have all of the information possible to make informed decisions
8. Continue to get updates from Emergency Senior Management Team for the duration of the recovery period.

**DO NOT:**

- Communicate messages without discussion with Emergency Senior Management Team.
- Issue different messages to the media and the University Community.
- Forget to reassure the community of available supports and contact information.
- Leave people speculating or wondering.
- Speculate - answer only with verified details. It is okay within emergency communications to say we do not have that information at this time.
- Release details that help to identify a victim without permission from civil authorities, family or person injured.

## **5-BOMB THREAT / SUSPICIOUS OBJECTS**

### **A-Bomb Threat**

**If you receive a bomb threat please follow these instructions:**

1. **DO NOT** hang up.
2. Have a co-worker inform 911 and Protection Services or Campus Services.
3. Write down all details provided by the person, including the exact wording of the threats, and ask some questions:
  - a. When the bomb is going to explode?
  - b. Where is it right now?
  - c. What does it look like?
  - d. What kind of bomb is it?
  - e. What will cause the bomb to explode?
  - f. Did you place the bomb? If no, who?
  - g. What is your address?
  - h. What is your name?
4. Description of the person who made the bomb threat:
  - a. Male or female.
  - b. Approximate age.
  - c. Number from which call originated.
  - d. Date and time.
  - e. Caller's voice: angry, excited, calm, disguised, familiar, slow, rapid, loud, normal, soft, distinct, accent, lisp, stutter, nasal, slurred, ragged, raspy, cracked, deep, breathing, laughter, crying, clearing throat, etc.
  - f. Background sounds: street, other voices, static, noises, PA system, music, animal, factory, long distance, noises, machinery, house motor, etc.
5. Keep the bomb threat confidential and wait for instructions.
6. Be prepared to give further information as needed.

### **Protection Services**

1. Write down all details provided.
2. Call 911 if it has not been done and the Director of Campus Services.
3. Follow the instructions of the Director of Campus Services and assist with the evacuation of the University.
4. While evacuating, watch for and report any unattended or suspicious packages and report this to the Director of Campus Services.
5. Assist with the evacuees at the assembly area (see section 14) and try to stop anyone from re-entering the building.
6. If evacuated to a secondary location, assist in this process.

### **Director of Campus Services**

1. Call 911 if it has not been done.
2. Ensure a bomb threat evacuation message is sent through the Emergency Notification System.
3. Inform the Building Chiefs and Wardens (see Appendix 4) to perform an evacuation.
4. Inform the Rector of the situation and update her as new information becomes available.
5. Grab building plans if possible and evacuate to the front of the building to wait for civil authorities.

6. As civil authorities respond, follow their instructions.
7. Depending on the time frame, advise the Rector as to whether the University should be closed.
8. Depending on the weather and time frame (longer than 30 minutes outside), contact the backup evacuation location, Immaculata High School.
9. When the situation is resolved, send out an "End of Emergency" message with the Emergency Notification System to confirm the emergency closure.

#### **Building Chiefs and Wardens** (see Appendix 4)

1. **DO NOT** sound the fire alarm.
2. If in your area, get your evacuation equipment, lock your door and evacuate your designated area as quickly as possible, while taking note of the location of any suspicious or unattended packages.
3. Follow your group to the assembly area (see section 14).
4. Report to the Protection Services both the results of the evacuation and the location of any suspicious or unattended packages.
5. Return to your group and wait for further instructions.
6. Assist with communication and responding to the needs of evacuees.
7. If evacuated to the secondary evacuation area, assist in transporting your group to the area.
8. **DO NOT** re-enter the building unless an all-clear is called by the Director of Campus Services or the civil authorities.

#### **B-Suspicious objects**

If you observe a suspicious object on campus, **DO NOT** handle the object.

1. Clear the area and immediately call Protection Service or Campus Services.
2. **DO NOT** sound the fire alarm.
3. When told to leave by University authorities, walk quickly to the nearest marked exit and alert others to do the same.
4. Assist the disabled in exiting the building. Remember that elevators are reserved for disabled persons' use only.
5. Once outside, move to a clear area away from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
6. If requested, assist University authorities. **DO NOT** return to an evacuated building unless directed to do so by civil authorities.

## **6-EARTHQUAKE**

An earthquake may cause items stored on shelves to fall (glass jars, books, equipment, etc.). It may also affect water, gas and steam lines, and this may produce a chain of catastrophic events. Remember: after an earthquake, civil authorities will be overwhelmed – call 911 for any life-threatening medical emergencies or fire.

### **Building Occupants**

1. If you are indoors, stay there. Get under and hold onto a desk or table, or stand against an interior wall. Stay clear of exterior walls, windows, heavy furniture, and heavy equipment.
2. Call Protection Services for medical emergencies or 911 for any life-threatening medical emergencies or fire.
3. Avoid any areas with debris, such as glass, and dangerous spills, such as glass.
4. Exit the building only after the shaking has stopped if you are asked for or if you feel unsafe.
5. If you are outside, get into the open. Stay clear of buildings, power lines or anything else that could fall on you. Always avoid power or utility lines as they may be energized.

### **DO NOT:**

- Use the elevator.
- Attempt to move severely injured persons unless they are in immediate danger of further injury.
- Go sightseeing to view damages.
- Enter severely damaged areas or structures.
- Touch broken appliances, power lines.
- Use matches, lighters, candles, electrical switches or appliances in case there is a gas leak.
- Return into the building unless directed to do so by University authorities.

### **Protection Services**

1. Ensure your safety and those immediately around you and be prepared for after-shocks.
2. After the initial shock, evaluate the situation. Call 911 for any life-threatening medical emergencies or fire.
3. Perform first aid as needed and call on a member of the University First Aid Response Team if present (see Appendix 3).
4. Call the Director of Campus Services or back-up listed in the Emergency Response Team Members (see Appendix 2).
5. Stay and wait for further instructions.

### **Director of Campus Services**

1. Get your emergency kit and use your flashlight if the power is out.
2. If evacuation is necessary because of the amplitude of the earthquake, inform the Building Chiefs and Wardens (see Appendix 4) to perform an evacuation.
3. Check for injuries, and treat the injured with first aid. Use the telephone only to report severe emergencies. Call 911 for any life-threatening medical emergencies.
4. Avoid any areas with debris, such as glass, and dangerous spills, such as glass.
5. When and where it is safe to do so, ask your staff to check for the following dangers:
  - a. Gas, water, sewage, telephone and electrical lines / pipes.
  - b. Appliances for damage.
  - c. The building walls for damage and cracks.
  - d. Debris or dangerous spills.

- e. Cabinets and closets – open carefully and beware of falling objects.
6. Inform occupants of any unsafe areas / restricted areas due to potential injuries.
7. Take note of the room number or area and report all issues to Protection Services when possible.
8. Be prepared for aftershocks and recheck your zone if they occur, as they can cause added damage.
9. Keep the Rector aware of the situation.

**DO NOT:**

- Attempt to move severely injured persons unless they are in immediate danger of further injury.
- Go sightseeing to view damages.
- Enter severely damaged areas or structures.
- Touch broken appliances, power lines.
- Use matches, lighters, candles, electrical switches or appliances in case there is a gas leak.

## 7-FIRE EMERGENCIES

### Building Occupants

1. If you discover fire on your floor:
  - a. Manually activate the fire alarm system.
  - b. If safe to do so, immediately exit the building, closing the doors behind you. **DO NOT** utilize elevators during the evacuation.
  - c. Call Protection Services or 911 to provide all the information concerning the location of the fire.
2. Once fire alarm is activated:
  - a. Check the door for heat to ensure it is safe to exit the room you are in.
  - b. Walk to the nearest exit. **DO NOT** use elevator. You can check the evacuation map posted near the doorways and Elevator. Close all doors and windows possible without locking them. Travel in a group, and stay together using a safe route to the assembly area (see section 14) and keeping a safe distance from the building.
  - c. Those that are unable to rapidly evacuate the building should move to a stairwell landing and wait for assistance from trained first responders. Inform first responders and Protection Services of persons who have not been evacuated.
  - d. Assemble in the University's main parking lot near the stop sign and remain as a group. Do not leave the assembly area. Count and check to ensure everyone in your group is present. Report to a marked emergency personnel if anyone is missing.
3. If trapped in a room:
  - a. Place a wet cloth material around or under the door to prevent smoke from entering the room.
  - b. Close as many doors as possible between you and the fire.
  - c. Be prepared to signal someone outside but **DO NOT** break glass unless absolutely necessary as outside smoke may be drawn into the room.
4. If caught in smoke:
  - a. Drop to hands and knees and crawl to exit.
  - b. Stay low to the floor, as smoke rises to the ceiling level.
  - c. Hold your breath as much as possible
  - d. Breathe shallow through your nose and use a filter such as a shirt or towel.
5. Use a fire extinguisher:
  - a. When safe to do so, use the nearest appropriate extinguisher to fight small fires.
  - b. Fire extinguisher instructions:
    - Pull safety pin from handle.
    - Aim at base of fire.
    - Squeeze the trigger handle.
    - Sweep from side to side at the base of the fire.

### Protection Services

Refer to the evacuation procedures, section 14.

### Director of Campus Services

Refer to the evacuation procedures, section 14.

### Building Chiefs and Wardens (see Appendix 4)

Refer to the evacuation procedures, section 14.

## **8-EXTREME WEATHER**

If the University Campus is closed due to severe weather, the buildings must be inspected to assess the risks and the damages caused by the severe weather. The occupants may not return to the premises before University authorities have given approval.

### **Flash Flooding:**

The risk of flooding in this area is minimal, but it is still a risk. If severe flooding does occur, the Director of Campus Services will contact the Rector or a member of the University Executive to decide whether to close the campus based on the severity and expected interruption time.

### **Lightning:**

It is easy to remain safe during lightning episodes when thunderstorms are overhead or in the vicinity of the campus by simply staying or remaining inside of buildings or in your vehicle. When thunderstorms develop or move onto campus, you may wish to wait out the thunderstorm before moving between buildings.

Remember:

1. If you hear thunder, you are close enough to the thunderstorm to be struck by lightning. Go to safe shelter immediately.
2. Go to a sturdy building or to an automobile. **DO NOT** take shelter in small sheds, under isolated trees, or in convertible automobiles. Stay away from water.
3. If shelter is not available, find a low spot away from trees, fences, and poles. In wooded areas, take shelter under shorter trees.
4. If you feel your skin begin to tingle or your hair starts to stand on end, squat low to the ground on the balls of your feet. Place your hands on your knees with your head between your knees and hands.
5. Make yourself the smallest target possible and minimize your contact with the ground.
6. Avoid using the telephone or any electrical appliances. Use the telephone only in emergencies.
7. Avoid bathing, showering or being in contact or close to plumbing fixtures.

Lightning strikes may cause fires or electrical failures. Electrical failures may affect ventilation and other systems. In the case of an electrical failure, it will be decided whether to close the campus based on the expected electrical interruption time.

### **Snow and ice storms:**

Severe snowstorms and ice storms may affect entries to and exits from the campus and the operation of certain services.

In these situations, the University will mainly depend on the civil authorities.

1. If civil authorities issue a directive to seek immediate shelter indoors following the announcement of an emergency condition, the Emergency Senior Management Team will keep the building occupants informed of the situation and do their best to respond to the occupants needs until it is lifted.
2. If a total evacuation is required and roads are unsafe, building occupants have to proceed to the Auditorium for further instruction.

## **Tornadoes**

Tornado safety is based upon avoiding windblown debris when tornadoes are near. The common thread in safety rules is putting as many walls as you can between you and the tornado and always on the lowest floor of the building as you can safely get to before the tornado strikes. Always move to interior hallways on the lowest floor possible in all buildings.

Remember:

1. When tornadoes threaten, you should leave automobiles and portable structures for more substantial shelter.
2. In substantial shelter, you should put as many walls between you and the tornado as you can. This means that interior bathrooms, hallways, and closets on the lowest floor are the best place to be. If it is available, move to a belowground shelter, such as a basement.
3. Stay away from windows.
4. **DO NOT** try to outrun a tornado in your automobile.
5. If caught outside or in a vehicle with an approaching tornado, lie flat in a ditch or depression well away from any objects (including your vehicle) that could blow or roll over you causing injury or death.



## **9-MEDICAL EMERGENCIES / HAZARDOUS MATERIAL**

### **A-Medical Emergencies**

#### **Building Occupants**

1. Call 911 immediately – it is important to stay on the line until the dispatcher interviews the caller in a systematic way regarding the victim’s location, consciousness, breathing, and chief complaint to determine appropriate response.
2. Ask someone in your vicinity to call Protection Services or Campus Services.
3. Those trained to perform CPR and first aid (see Appendix 3) can act within their expertise while those who are not trained should stay with the person.
4. Crowding is generally not helpful unless the presence of others is required.

#### **Protection Services**

1. Quickly go to the scene with first aid supplies from either the Guigues reception or from the Campus Services office and perform immediate first aid (see Appendix 7).
2. When possible, call the Director of Campus Services.
3. Have someone stand outside the building to flag down first respondent (ambulance, police or fire department).
4. Fill out an incident report describing what occurred. This should be submitted to Campus Services.

#### **Director of Campus Services**

1. Inform the Rector.
2. Inform the Director of Human Resources, who will contact the members of the occupational health and safety committee and the supervisor of the place where the accident occurred, and the Ministry of Labour, where applicable. Ontario’s Occupational Health and Safety Act sets out the circumstances in which a serious injury or death must be reported.
3. If deemed necessary and media coverage is a possibility, contact the Recruitment and Communications Services (ext. 3034).

### **B-Hazardous materials**

Only trained and authorized personnel are permitted to respond to hazardous material incidents.

#### **For a major hazardous spill or leak:**

1. Immediately evacuate the area, closing the doors behind you.
2. Call Protection Services, Campus Services or 911.
3. **DO NOT** attempt to clean up the spill yourself.

#### **For a minor hazardous spill or leak:**

1. Follow departmental safety protocol.
2. Notify Protection Services.

## 10-SEXUAL ASSAULT / RAPE ON CAMPUS

### Building Occupant

1. If you are contacted by someone who is a victim of sexual assault, listen to the information you are given (remember that you are probably the first or only person to whom the assault victim has disclosed the information).
2. Reassure the person by listening attentively and encouraging them to contact the authorities and the appropriate assistance services.
3. Encourage the person to report the incident to the Protection Services and the police (613-230-6211), and to get medical assistance and counselling.
4. Respect the person's right to choose if she/he declines to report the incident. Give her/him the list of resources below.
5. Always respect the person's privacy and maintain confidentiality regarding the incident.

### Protection Services

1. If a sexual assault is reported to you, listen to the information you are given.
2. If it is during business hours, ask if you can bring the person to the Counselling Centre; if not, continue to follow the steps below.
3. Ask when and where the assault took place.
4. If it is recent, there may still be evidence of the crime on the scene. If that is the case, **DO NOT** try to intervene, in order to avoid contaminating the evidence.
5. Provide the individual with his/her options and ask what he/she would like to do of the following options:
  - a. Report the incident to Campus Services through an incident report, which will only be provided to the Director of Campus Services.
  - b. Report the incident to the police.
6. Provide options but do not push the individual into doing anything he/she does not want to do. Give her/him the list of resources below.

Women Only Services: <b>Ottawa Rape Crisis Centre</b> Crisis Line: 613-562-2333 <a href="http://www.orcc.net">www.orcc.net</a>
Women Only Services: <b>Sexual Assault Support Centre (SASC)</b> 24-hour Support Line (613) 234-2266 <a href="http://www.sascottawa.com">www.sascottawa.com</a>
Women Only Services (in French): <b>Centre d'aide et de lutte contre les agressions à caractère sexuel (CALACS)</b> Ligne d'appel : 613-789-8096 <a href="http://www.calacs.ca">www.calacs.ca</a>
<b>University of Ottawa</b> On campus and Off campus Emergency Services <a href="http://sass.uottawa.ca/en/personal/emergency">http://sass.uottawa.ca/en/personal/emergency</a>

## **11-SIGNIFICANT LOSS OF CRITICAL SERVICES**

An interruption in a service or combination of services, such as electricity, water, gas, telephone, the computer system or even public transit, may cause an emergency situation at the University to some degree.

### **Building Occupants**

1. Follow directions from the Protections Services.
2. If evacuation of a building is required, see evacuation procedures (section 14).
3. If you are trapped in an elevator, use the emergency phone button to call for help.

#### **DO NOT:**

- Light candles or other type of flame for light.
- Attempt to exit the elevator by yourself. You may be inconvenienced by the delay, but you are much safer in the cab as opposed to exposing yourself to the dangers of moving equipment in open hoist ways. An operator from the elevator company will assist you or the Fire Department will be dispatched as quickly as possible.

### **Director of Campus Services**

1. The first step in the process is to gather information so the situation can be assessed and the decision-making process initiated.
2. Debrief the Rector.
3. In case of a power failure, evacuate the library.
4. Occupants must be kept informed in all cases, to avoid panic and anxiety.
5. In loss of service situations, there are questions that must be asked, including the following:
  - a. Is the University Campus partially or 100% occupied?
  - b. What is the occupational health and safety risk?
  - c. What are the implications of the interruption on the daily business activities of the University faculties, departments, residence occupants and clients?
  - d. What is the expected length of the interruption?
  - e. What will the impact be on physical facilities?
6. Depending on the service lost and timeframe campus closure should be considered. Please refer to the campus closure plan (section 15).
7. If University campus is not being closed, develop a communications plan with Recruitment and Communications Services and the applicable department services impacted.
8. Once services are restored, ensure all messaging and communications are updated.

## 12-SUICIDE

### A-On Campus

#### Building Occupants

1. If a suicide has occurred on the University campus, call 911 immediately and then call Protection Services.

#### Protection Services

1. Contact the Director of Campus Services.
2. Secure the area.

#### Director of Campus Services

1. The area should be fully secured by locking doors and, as much as possible, windows should be covered to impede passers-by from seeing anything.
2. Debrief the Rector.
3. Wait for civil authorities.
4. Inform Recruitment and Communications Services (ext. 3034) and Conference Services that there is a situation which has rendered an area unavailable, restrict access to the area and move / cancel any events scheduled until it is returned to working order and the restriction is lifted by civil authorities.

#### Rector

1. Call the Director of Human Resources, who will contact the members of the Occupational Health and Safety Committee, and the Ministry of Labour, where applicable.
2. Any communications sent out to the University regarding the details must be authorized by the next of kin. This includes the name of the victim and details surrounding his/her death.
3. If media becomes aware of the situation, all media inquiries will be directed to Recruitment and Communications Services (ext. 3034).

### B-Off Campus

If the University becomes aware of a suicide of a Saint Paul University Community member, this information should be kept confidential and be transmitted only to the Rector.

#### Rector

1. The Director of Human Resources will contact the Director / Dean of the impacted, only relaying the information authorized.
2. The next of kin must authorize any communications sent out to the University regarding the details. This includes the name of victim and details surrounding his/her death.
3. If media becomes aware of the situation, all media inquiries will be directed to Recruitment and Communications Services (ext. 3034).

<b>Ottawa Distress Centre (service in English only -24/7)</b> Ottawa Distress Line: 613-238-3311 Outaouais Distress Line: 1-866-676-1080 www.dcottawa.on.ca	<b>Centre d'Aide 24/7 (service in French only)</b> 1-866-APPELLE (277-3553) <a href="http://centredaide247.com">http://centredaide247.com</a>
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## **13-THREAT OF VIOLENCE**

### **A-Secure Schools**

Secure Schools is implemented when there is an ongoing, potentially dangerous situation outside of the University building (e.g. robbery near the University). While it may not be related to the University, due to the risk to the building occupants, the policy requires all persons to remain in the building. It is different from a lockdown in that the school continues to function normally. Access in and out of the University is controlled and monitored by Protection Services.

### **Building Occupants**

1. Move into or remain in a secure area and inform others as long as it is safe to do so.
2. Close and lock the doors.
3. If the lights in the room can be turned off, turn them off.
4. Close any blinds or curtains on windows.
5. Try to keep out of the line of sight of windows.
6. Resume activities as normal.

#### **DO NOT:**

- React to alarms, such as fire alarms, unless fire is evident.
- Use your cell phone unless you're reporting an emergency or it's absolutely necessary – using cell phones increases the demand on cellular network towers, and emergency responders and those in need of immediate assistance will be relying on those towers.

### **Protection Services**

1. If you or someone reports to you that they are witnessing criminal activity outside of the University, call 911 and give the authorities the location and as full a description as possible of the suspect (clothing, height, weight, sex and any other characteristic that may help locate the person). Alternatively, you may be informed of a developing, unsafe, situation outside of or in the vicinity of the University either through the media or through civil authorities, which warrants the activation of the secure schools protocol.
2. Contact the Director of Campus Services and/or the Garda Field Supervisor.
3. If it is safe to do so, proceed to lock exterior doors. Ask for assistance from staff on site, if needed.
4. In communication with the Director of Campus Services, determine which exit will be a controlled entry and exit.
5. Advise building occupants as to the risk of leaving and the areas outside that are deemed unsafe by civil authorities.
6. If it is after business hours, work with any staff on site to ensure bilingual signage is posted at entry points and contact Conference Services to discuss how to proceed with an external events taking place on the University campus.
7. Direct all media enquiries to Recruitment and Communications Services (ext. 3034).

### **Director of Campus Services**

1. Debrief the Rector.
2. Ensure the following is completed as long as it is safe to do so:
  - a. The secure schools message is sent through the Emergency Notification System.
  - b. Contact the residence staff to ensure they implement the secure schools protocol.
  - c. Ensure signage is up at all locked entries and exits.

- d. Determine with Protection Services, where there will be a controlled entry or exit, if any.
  - e. Determine whether extra support from Garda is needed for University Campus, including the residence.
  - f. Remain up-to-date with situation through the media or civil authorities, to obtain the most up-to-date and accurate information as quickly as possible.
3. When the situation is resolved ensure the end of emergency message is sent out.
  4. Inform the Director of Recruitment and Communications Services (ext. 3034) to ensure emergency messaging is updated.
  5. Ensure doors are unlocked and signage is removed.
  6. If applicable, evaluate the building exterior to determine if there is any damage or repairs.

### **B-Lockdown**

If there is a violent aggressor in the building or local area, a lockdown is activated to minimize risk to students and staff until civil authorities are able to take control of the situation. The directive *lockdown* is used to stop access and/or egress as appropriate, to all or a portion of the buildings on campus.

### **Building Occupants**

#### If you are inside the building

1. Seek cover in a closed room and hide as described below. Otherwise, get behind a solid structure that can't be penetrated by weapons.
2. Secure the area by locking and barricading the doors. If you can't lock or barricade the doors, make sure they are properly closed. Remember, the lock might be on the side of the door.
3. Turn off the lights and close the blinds – try to make the room appear unoccupied.
4. Keep away from doors and windows.
5. Hide behind furniture if you can, otherwise stay low to the ground and out of sight.
6. If you have information to share, call 911.
7. Turn off your cell phone and avoid using it unless you're reporting an emergency or it's absolutely necessary. Turn off all electronic devices that can make noise, for example pagers, computers, projectors and televisions. Remain quiet, and help others do the same.
8. If you are directed to leave your secured area by police, do so as quickly and quietly as possible and follow their specific directions. Assist those who may require help moving.

**DO NOT:**

- Open the door under any circumstances. When the situation has been cleared, a member of the University administration with keys along with a police officer will open doors to classrooms and offices to inform you of the all clear.
- React to alarms, such as fire alarms, unless fire is evident.

#### If you are outside the building

1. Move as far away as possible from the building under lockdown.
2. Check the University's website and University social media sites for updates and further information as it becomes available.

**DO NOT:**

- Enter the building.
- Call anyone inside the building that is in lockdown as it may endanger them.

### **Protection Services**

1. Follow the first three steps for “Building Occupant”.
2. If it is safe to do so:
  - a. Contact the Emergency Notification System operator (see Appendix 1) or the Director of Campus Services – send a text message with the words LOCKDOWN - (Emergency Notification System on call operator will inform the Director of Campus Services).
  - b. Call 911 and give the location and a full description of the suspect (clothing, height, weight, sex and any other characteristic that may help locate the person).
  - c. Contact the Garda Field Supervisor (613-889-1229).
3. Follow steps 5 to 8 for “Building Occupant”.

### **Director of Campus Services**

1. Follow the first three steps for “Building Occupant”.
2. If it is safe to do so:
  - a. Ensure the lockdown message on the Emergency Notification System is sent out.
  - b. Call 911 and give the location and a full description of the suspect (clothing, height, weight, sex and any other characteristic that may help locate the person).
  - c. Debrief the Rector.
3. If possible, meet with civil authorities to provide assistance and any information they may require. Otherwise, follow steps 5 to 8 for “Building Occupant”.

### **Emergency Senior Management Team**

At the end of the incident, hold a meeting to ensure the following is completed:

1. Discuss with the police when to resume daily operations including classes and services.
2. Information regarding the resumption of daily operations is sent out.
3. A public inquiry phone line with a bilingual recording of basic information for clients, building occupants, parents and community members to call. This number should be communicated through the media.
4. Ensure the public inquiry recording is updated as often as possible with new important information.
5. Ensure all external events booked are cancelled if necessary.
6. Ensure all media enquiries are directed to Recruitment and Communications Services (ext. 3034).
7. Activate the support services plan (see section 17) of the incident to initiate the support services including group healing workshops, individual counselling and a crisis support line.
8. Assess the building status and what needs to be done logistically to resume daily operations.
9. Work with outside contractors and the maintenance team to repair the building in time for the planned resumption of daily operations.
10. If the building is closed, temporarily increase Protection Services to mitigate break-ins.
11. Set-up regular communications with the Council of Administration, University of Ottawa, and any other important partners of the University.
12. One person is designated to record all actions taken and gather information on what occurred.

### **C-Civil Disorder**

Civil disorder generally occurs when a group of individuals choose not to obey laws and regulations. The disorder may take the form of a group of people blocking or impeding access to property, buildings or part of the campus and thus causing an interruption in normal activities. This kind of disorder also involves an unusual level of noise and intimidation that may affect occupants (riots and

demonstrations).

### **Building Occupants**

1. Call Protection Services
2. Avoid disturbance.
3. Avoid provoking or obstructing demonstrators.
4. Secure your area (lock doors, files, vital records and expensive equipment).
5. Continue with normal routine as much as possible.
6. Stay indoors.
7. Prepare for evacuation or relocation.

### **Protection Services**

1. Go to the location, assess the situation and identify leaders if possible.
2. Call the Director of Campus Services.
3. Avoid disturbance.
4. Avoid provoking or obstructing demonstrators.
5. Wait for instructions.

### **Director of Campus Services**

1. Debrief the Rector.
2. Depending on the severity of the situation, take any of the following actions:
  - a. Designate a staff member to attempt to approach the person / group to attempt discussions around their demands.
  - b. Contact civil authorities and / or Guarda for additional support.
3. Meet with the Director of Recruitment and Communications Services to prepare a communications plan and messaging.

NB: Remember to make use of the expertise of SPU staff and partners in regard to conflict resolution by engaging and consulting Conflict Studies professors, the Canadian Institute of Conflict Resolution or YouCan.

## **D-Hostage incident**

### **If you witness an hostage incident**

In the event that a hostile action against another person results in a hostage situation, the Police should be notified immediately by calling 911 then call Protection Services and supply them with the following information:

- Nature of the incident.
- Location of the incident.
- Description of person involved.

### **If you are involved in an hostage incident**

1. Remember that the primary objective of your family and law enforcement officials will be to secure your safe return as quickly as possible.
2. **DO NOT** attempt to fight back or to struggle physically. No matter how "reasonable" your captors may appear on the surface, they cannot be trusted to behave normally and their actions may be unpredictable.
3. Comply with the instructions of your abductors as well as you can. Avoid making provocative



- remarks to your abductors. Try to establish some kind of rapport with your captors.
4. Take note of the characteristics of your abductors, their habits, surroundings, speech mannerisms, and what contacts they make.
  5. Generally, you cannot expect to have a good opportunity to escape – any attempt to escape, however, should not be made unless it is indicated that your life is in imminent danger. Carefully calculate the best possible odds for success.
  6. When police arrive on scene they will assume command of the situation and will direct all actions to counter the threat.

### **E-Armed Subjects**

If an armed or threatening intruder comes on to the University property it is very important that faculty, staff and or students report it immediately and take protective actions.

#### **Armed subject outside the building**

1. Turn off all the lights and lock windows and doors.
2. Get all students on the floor and out of the line of fire.
3. Call 911 or Protection Services
4. Try to give an accurate description of the person. Note type of dress, height, weight, sex, and any other characteristics/physical items that are particular to the individual. Do not assume someone else has already called.
5. Wait until an “all clear” instruction is given by a known voice (unknown or unfamiliar voices may be misleading and designed to give false assurances).

#### **Armed subject inside the building**

1. Get out of the immediate area and to a place of safety. Put as much distance as you can between yourself and the armed subject.
2. Run, hide, barricade first and once you are safe, call 911 or Protection Services.
3. Try to give an accurate description of the person. Note type of dress, height, weight, sex, and any other characteristics/physical items that are particular to the individual. Do not assume someone else has already called.

If you can't get out and if at all possible:

1. Lock and barricade the door keeping the armed subject out.
2. Turn off all the lights and lock windows and doors.
3. Crawl under a desk, duck into a closet, hide behind a door, and get everybody out of the line of fire.
4. If you are still hiding when the police arrive, identify yourself and follow the instructions given by police.

If none of the above options are available, you need to be prepared to put up a fight as a last resort that should only be initiated in the most extreme circumstances.

If you are caught in an open or exposed area and you cannot get into a classroom or office you must decide upon a course of action:

1. Look for a safe and secure hiding area.
2. Stay hidden until you can make contact with emergency personnel.
3. If you think you can safely make it out of the area, then do so.

### **Armed subject into your class or office**

There is no one procedure the authorities can recommend in this situation.

1. Attempt to get the word out to other staff if possible, and call 911 or Protection Services if that seems practical.
2. Use common sense. If hiding or fleeing is impossible, attempt to negotiate with the individual.
3. Attempting to overcome the armed subject with force is a last resort that should only be initiated in the most extreme circumstance.
4. Remember, there may be more than one active armed subject.
5. Wait for the police. They will assume command.
6. After the incident, be careful not to make any changes to the scene since law enforcement authorities will investigate the area later.

## 14-EVACUATION PROCEDURES

### Assembly Area for Evacuations

If there is an evacuation, the assembly points are located on Main Street near the signs which display the address of the buildings (see below).



In extreme weather, evacuees may be directed to the back-up evacuation assembly area / reception area: Immaculata High School, 140 Main Street. Tel.: (613) 237-2001 or after business hours: 613-222-6747.

### Building Occupants

1. Begin evacuation immediately upon hearing the announcement (many forms of communication are used for official announcements).
2. Close office doors and turn off lights and computers.
3. Use designated corridors and fire exit stairs that lead to ground level. Leave the building in an orderly manner.
4. Follow the path direction of the building chiefs and wardens (see Appendix 4).
5. Evacuate the building to the assembly area.
6. If evacuation is not possible, secure yourself in a room with the doors and windows secured, notify Protection Services or by calling 911.
7. Wait for further instructions.

#### DO NOT:

- Sound the fire alarm unless there is a fire.
- Use elevators.
- Cut through buildings to get to the assembly area.
- Call 911 during a drill.
- Re-enter the building unless instructed to do so by civil authorities or University authorities.

### Evacuation Wardens (see Appendix 4)

1. **DO NOT** sound the fire alarm unless there is a fire.
2. Upon receiving an evacuation notification, the Wardens shall undertake the following in their assigned area:

- a. Take your equipment (vest, flashlight, clipboard, cell phone).
- b. Check routes and exits of assigned zone.
- c. Direct people to the safest and fastest exit for evacuation.
- d. If safe, check all areas of assigned zone and direct people to the assembly area.
- e. Mobility-impaired persons should not be carried down any stairs. Ensure they have been moved to an area of refuge or another safe area to be evacuated by civil authorities. If possible and there is no immediate danger in the area, ask someone to stay with them. Inform the building chief (see Appendix 4) of the name and location of the person as soon as you arrive at the assembly area.
- f. Report to building chief to confirm zone evacuation and provide the relevant information:
  - i. Any non-checked areas.
  - ii. Injuries, victims, missing individuals.
  - iii. Persons refusing to cooperate and location.
  - iv. Mobility-impaired persons in safe areas.
  - v. What went well and what needs to be improved.
- g. Remain available for additional tasking.
- h. Direct any information requests to the Director of Recruitment and Communications Services (ext. 3034).

#### **Evacuation Building Chiefs** (see Appendix 4)

1. **DO NOT** sound the fire alarm unless there is a fire.
2. Coordinate the evacuation of assigned building.
3. Coordinate the evacuation wardens and direct the evacuation activities of the assigned building.
4. Go to designated areas and meet with other evacuation wardens for their reports.
5. Immediate issues, such as areas not cleared or people with accessibility issues, should be reported to the Director of Campus Services.
6. Collect and compile information from wardens and transmit to Director of Campus Services - key information must be written.
7. Coordinate and assign tasks if needed to evacuation warden.

#### **First Aid Response Team** (see Appendix 3)

If safe, evacuate with the “Primary” first aid kit from Atrium cloakroom or any other first aid kit that you can quickly access and the defibrillator from the reception desk (see Appendix 7).

1. Evacuate through the nearest exit.
2. Establish first aid point at the assembly area and a register of injuries in accordance with health and safety standards.
3. Treat any first aid emergencies and coordinate with/when paramedic’s arrive. Debrief and assist the paramedics as needed.

#### **Protection Services**

1. **DO NOT** sound the fire alarm unless there is a fire.
2. If the Director of Campus Services is not on site, ensure you notify him, and then act as the Director of Campus Services until his arrival.
3. Upon receiving an evacuation notification, proceed to the assembly area and direct others around you to proceed to the assembly area as well.
4. Ensure that the campus evacuation and access routes are accessible and managed.
5. Secure the assembly area. Assist to keep everyone quiet and ensure no one leaves the assembly

- area unless there is a medical emergency or it is approved by civil or University authorities.
6. Speak to Director of Campus Services to determine whether additional Garda personnel are required.
  7. Ensure orderly conduct by occupants.
  8. Secure the outer perimeter of the incident site.
  9. Administer first aid if required.
  10. Assist the Director of Campus Services as requested.
  11. Assist in relaying information and messages to the building occupants.
  12. Direct any media inquiries to the Director of Recruitment and Communications Services (ext. 3034).

#### **Director of Campus Services**

1. If deemed necessary, ensure the Emergency Notification message is sent out.
2. Proceed to the main entrance to meet with civil authorities (police, fire department, ambulance).
3. Assist and follow the instructions of the civil authorities.
4. Meet with building chiefs to get the status on the buildings evacuated and relay this information to the civil authorities.
5. Relay any important messages for building occupants to an Emergency Senior Management Team member to disseminate.
6. Keep the Rector aware of the situation.
7. Direct any media inquiries to the Director of Recruitment and Communications Services (ext. 3034).
8. If the all clear is given, ensure the information is transmitted through the most appropriate method (Emergency Notification System message, word of mouth and so on).
9. If the evacuation will remain in place for an extended period of time:
  - a. Decide whether to move the building occupants to the secondary evacuation location or consult with civil authorities to determine if it is safe for the occupants to proceed home.
  - b. Meet with the Rector to decide whether it is necessary to activate the campus closure plan (see next section).

## **15-CAMPUS CLOSURE**

If possible, some essential services may be maintained on and off campus, including:

1. Protection Services.
2. Telephone switchboard.
3. Mechanical and electrical maintenance service.
4. Snow removal and salt and sand spreading.
5. Other services deemed necessary by the Director of Campus Services, in consultation with the Rector.

### **Possible Reasons for University Emergency Closure**

1. External threats: severe weather, flooding, dangerous spill, evacuation as per the civil authorities.
2. Internal threats: Damage to the building, loss of critical services, such as heating, power and water, lockdown situation.

### **Risk Assessment Tool: Situational Scorecard**

Rank the following risks on a scale of one to five, one being low risk and five being very high risk:

1. What is the risk of injury / health to staff and / students on the University campus?
2. What is the overall occupational health and safety risk of staying open?
3. What is the risk of injury / health risks to staff and / students on their commute to or from the University campus?
4. What is the risk of not being able to provide basic critical services (heating, water, power)?
5. The ability to sustain the temperature / humidity ranges for comfort within the University?

### **Campus Closure Procedure**

The decision to close the University is the responsibility of the Vice-Rector Academic and Research, in consultation with the Rector and the Director of Campus Services.

1. The Rector will inform the Emergency Senior Management Team, who will in turn inform their respective services and faculties. Information might be sent through the Emergency Notification System and public service announcements might also be sent to radio stations to inform the general public.
2. The Rector will discuss the possible mitigation / emergency response to reduce the following impacts in the event of a campus closure:
  - a. What are the impacts and implications of the interruption on the daily business activities of the University faculties, services, residence occupants and clients?
  - b. What is the expected length of the interruption?
  - c. What will the impact be on physical facilities?
  - d. What plans are in place for students / guests in the residence?
  - e. Does the residence staff have the capacity to identify especially those most impacted and vulnerable in the event of the closure (international students / clients, those without personal support networks, special needs)?
  - f. What partners, alumni, donors and board members can be called upon to assist with the closure (Red Cross, City of Ottawa, local universities, hotels and other businesses)? For example, can staff assist by housing an international student or guest in their home for the duration of the closure?
  - g. What will be the impact on the financial situation of the University?
  - h. What will be the impact on the public perception of the University?

- i. What will be the impact on human resources and staff moral?
  - j. Are there any other impacts?
3. The Director of Campus Services will coordinate the logistics of the University closure and ensure ongoing security during the closure. Campus Services will work with and include other services as needed.
4. Recruitment and Communications Services will update all external and internal messaging and post signage.
5. The residence staff will be responsible to inform guests and students and identifying vulnerable individuals who may need more assistance. Members of the Emergency Response Team (see Appendix 2) may be used to assist with this process.
6. Protection Services and the Emergency Response Team (see Appendix 2) will be responsible for evacuating and locking down the university.

### **Campus Reopening**

The decision to re-open the University is the responsibility of the Vice-Rector Academic and Research, in consultation with the Rector and the Director of Campus Services after all impacted buildings have been inspected for safety.

1. Recruitment and Communications Services will work with the Emergency Senior Management Team to ensure the public along with the University Community are advised of the reopening of the Campus. Information might be sent through the Emergency Notification System. Public service announcements might also be sent to radio stations to inform the general public.
2. The Director of Campus Services will coordinate the logistics of the University reopening in coordination with the Emergency Senior Management Team.
3. Recruitment and Communications Services will be responsible to update the website, create and post signage.

## **16-COMMUNICATIONS PLAN**

The Communication Plan includes all communications and information distributed both internally and externally to the media regarding the mitigation, preparation, response to and recovery from an emergency.

### **A-Drafting of messages**

#### Prior to an emergency

Bilingual information will be provided and distributed regarding training exercises, preparation and participation opportunities through email, events, training sessions, exercises, signage, information tables / booths, registration kits, residence kits, the University website and the Emergency Notification System.

The Emergency Management Committee (see Appendix 5) is responsible to work with Recruitment and Communications Services to draft the text content and design of emergency mitigation, preparedness, response and recovery promotional material. Recruitment and Communications Services will assist with the drafting, editing and translation of the text along with the design of the materials. The design must comply with the standards set out by Recruitment and Communications Services.

The Rector must approve the pre-scripted bilingual messages prior to their use in that order.

#### During an emergency

The Emergency Senior Management Team must approve the timing, content and action of sending a message through the Emergency Notification System. However, some emergencies will automatically call for Emergency Notification System messages to be sent and these plans should be respected when possible.

#### Following an emergency

After an emergency situation, bilingual information will be drafted by the Emergency Management Committee regarding debrief meetings, the mitigation of an emergency reoccurrence, support services activities and information, changes to the Emergency Plan and subsequent training and information regarding the changes.

In the event of an emergency, which poses a threat to the safety of staff, students or building occupants, the designated and trained staff person will launch the Emergency Notification System by sending the appropriate message, as described in the Emergency Notification System user guide accessible to system operators (see Appendix 1) .

### **B-Internal Communications Procedures: Emergency Notification System**

#### Prior to an emergency

A minimum of four Saint Paul University personnel will be trained and on-call to launch an emergency message. Security will have the list of staff at all times in order to ensure emergency notifications are sent quickly (see Appendix 1). Training will be reviewed once a year with the on-call operators and security personnel including scenario-based exercises.



Pre-scripted messages and message formats have been created and are included in the Emergency Notification System user guide. These will be reviewed on a yearly basis by the Emergency Management Committee depending on the risks and needs of the University.

#### During an emergency

In the event that there is an immediate threat to the safety of persons on campus the Emergency Notification System will be used. If the threat is not immediate, Protection Services will contact the Director of Campus Services or back-up to decide whether to send a message through the Emergency Notification System.

The Emergency Notification System will send email messages, voice messages to phones, text messages to smart phones and alerts to desktop systems and will be our primary communication tool beyond emails, mouth to mouth communication and telephone tree phone calls.

#### Following an emergency

The Emergency Notification System will be used to ensure the community is well informed with any instructions and other important, non-confidential information. The activation and end or closing of an emergency situation will also be communicated via the Emergency Notification System.

### **C-External Communications Procedures**

External Communications refers to all communications with individuals outside the University Community including the parents of Saint Paul University students, partners not located within the University premises, the community members in the vicinity of the University buildings and the media in regard to emergency preparation, mitigation and response.

#### Prior to an emergency

Planning must take place prior to an emergency to prepare for the management of information during an emergency. Unless decided otherwise due to the nature of the emergency, the media spokesperson will be the Rector of the University. The information regarding an emergency situation must be provided in a timely manner to the Rector to respond to the media and all information must be accurate and not skewed in any way. In preparation for an emergency, the following communication tools must be established in coordination with the Emergency Management Committee:

1. A set of media contacts through which information to the public can be disseminated.
2. The University's main messages or key points, such as its commitment to the safety and security of its students, staff, clients and building occupants.
3. Pre-scripted press release templates and signage to aid in the creation of efficient and professional press releases that reflect the mandate and key points of the University.
4. The procedures for setting up a public enquiry phone line.
5. Pre-scripted templates for messages for the enquiry phone line.
6. A tip-sheet for responding to media enquiries.

#### During an emergency

The Recruitment and Communications Services team will be responsible for releasing a constant flow of up-to-date, accurate information to the public through the University website, media and social media, press releases and a public enquiry line.

The Recruitment and Communications Services team will also set-up regular communications with the members of the Council of Administration.

The Director of Recruitment and Communications Services or designate and the Emergency Senior Management Team or a member of the University Executive Committee must approve the release of information. For media interviews, the main spokesperson will be the Rector of the University unless the Rector is unavailable, in which case another spokesperson will be chosen by the Emergency Senior Management Team or a member of the University Executive in coordination with Recruitment and Communications Services.

The Director of Campus Services or designate is responsible to assist Recruitment and Communications Services by providing timely, accurate information regarding the emergency. During an emergency, the University spokesperson should communicate only the facts in a transparent and timely manner. The three key messages that should be included in the University's emergency communication are the following:

1. Key information or directions for University students and their family or loved ones, clients, visitors and staff.
2. The University's commitment to the safety and security of the entire University Community.
3. The University's empathy towards anyone impacted by the emergency and their families and friends.

Following an emergency, the first key message would not be applicable.

#### Following the Emergency Plan Desactivation

The Recruitment and Communications Services should promote and highlight admirable and successful actions and results and mitigate or answer to any criticism of the decisions made during the emergency. In this regard, Recruitment and Communications Services, in coordination with the Emergency Senior Management Team, should continue to focus on the University's commitment to safety and security and its empathy towards anyone impacted by the emergency, their friends and family, while also promoting the following:

1. Admirable and successful actions taken to recover from the emergency and support those directly or indirectly impacted by the emergency.
2. Any policy changes planned to incorporate the lessons learned during the emergency.

This information should retain the focus on the University's key messages. All communications must abide by the University's communication standards and must be approved by the Director of Recruitment and Communications Services and the Rector. The spokesperson in place during the emergency should be used in any media interviews following an emergency if possible, should they not have been portrayed in a negative light by the media during the emergency.

## **17-SUPPORT SERVICES PLAN**

### **Support Services Team**

The support services team will be led by the University Chaplain and include, but is not limited to, the Director of the Counselling Centre, the Director of Human Resources, the President of the Student Association, the General Manager of the Residence or designate and the Director of Campus Services or designate.

The support services team will meet a minimum of once a year to discuss and plan their response to an emergency and set-up any mutual aid agreements potentially needed to support the University Community.

### **Procedure for plan activation**

Following the immediate emergency response, the University Chaplain can recommend considering the following guiding questions:

1. What was the impact of the emergency?
2. What are the potential individual emotional / traumatic impacts and / or impacts on the University's work and learning environment? Are there any drastic changes to the University Community and / or its daily policies and procedures due to the emergency?
3. What are the potential outcomes of the impacts and changes?
4. Could these impacts and potential outcomes be influenced through events, celebrations, actions / responses from Saint Paul University to provide support and / or restore a positive environment?
5. Do we need to bring in external counselling services due to the number of University Community members impacted or will the current accommodation for counselling suffice?

When the Emergency Plan is launched, the support services team will be responsible to meet on a weekly basis to plan and execute community events, workshops and dialogue sessions and to research and distribute information regarding individual support services in response to an emergency. Actions and events should be appropriate for the context of the emergency recover and may include, but are not limited, to the following:

1. Designing, establishing, booking and promoting group-healing workshops and / dialogues in coordination with Conference Services, Recruitment and Communications Services, and the Saint Paul Residence.
2. Promoting individual emotional support services, including but not limited to Counselling Services.
3. Holding a University Community gathering, such as a barbecue, prayers and morning coffees.
4. Identify University partners and government services that can assist or offer services that would aid in the recovery efforts following an emergency, such as CICR, YouCan, and Red Cross.
5. Gathering information on services offered throughout Ottawa and Gatineau that can assist in the recovery of individuals impacted by the emergency.
6. Identify any potential conflicts within the recovery and change processes following an emergency and opportunities to mitigate and / or resolve the conflicts through mediation and / or workshop.
7. Set up and train University Community members in conflict resolution / mediation. All events, services and information should be promoted through Recruitment and Communications Services. Actions taken, results that can be measured in the short-term, such as participation numbers and feedback as to the usefulness of the events and services provided by the support

services plan and any recommendations in regard to the support services plan should be documented and reported to the Emergency Management Committee within one week of the deactivation of the support services plan.

## APPENDIXES

### Appendix 1: Emergency Notification System Operators

Last update: February 2016

Calling Order	Name	Number at work	Cell	Email
1	André Séguin	613-782-3018	613-371-9911	aseguin@ustpaul.ca
2	Sylvie Moisan	613-782-3034	613-791-6455	smoisan@ustpaul.ca
3	Pauline Bélanger	613-236-1393 x2014	819-635-6942	pbelanger@ustpaul.ca
4	Pawel Mazurek	613-236-1393 x2351	613-324-2991	pmeasurek@ustpaul.ca
5	Luc Roy	613-236-1393 x2381	819-210-6144	lroy@ustpaul.ca
6	Sarah Storm	613-236-1393 x3016		sstorm@ustpaul.ca

## Appendix 2: Emergency Response Team Members

Last update: February 2016

Calling Order	Name	Number at work
1	André Séguin	613-782-3018
2	Normand Beaulieu	613-236-1393 x2216
3	Pauline Bélanger	613-236-1393 x2014
4	Protection / Security	613-236-1393 x5555 Cell: 613-236-9000

**Appendix 3: First Aid Response Team Members**

Last update: February 2016

Name	Number at work
Chantal Groulx	613-236-1393 x2000
Michael McCaugherty	613-236-1393 x2293
André Séguin	613-782-3018
Protection / Security	613-236-1393 x5555 Cell: 613-236-9000

#### Appendix 4: Building Chiefs and Wardens

Last update: February 2016

<b>Guigues Evacuation Wardens</b>			
<b>Last Name</b>	<b>First Name</b>	<b>Phone at work</b>	<b>Zone</b>
Cléroux	Jean-Claude	613-236-1393 x3016	Guigues Building Chief Chef – pavillon Guigues
Bougie	Yvon	613-236-1393 x3016	Guigues Building Chief Chef – pavillon Guigues
			<b>Rez-de-chaussé / Basement</b>
Café	Urban	613-236-1393 x2507	Nord / North
Bélair	Sandra	613-236-1393 x2212	Sud / South
McCarthy	Marc-Justin	613-236-1393 x2590	Sud / South
Beaudoin	Caroline	613-236-1393 x2242	Est / East – Counselling
Machan	Michael	613-236-1393 x2243	Est / East – Counselling
Bisson	Ronald	613-244-7837 x114	Est / East - AUCFC / Amphithéâtre
			<b>1<sup>er</sup> Étage / 1<sup>st</sup> Floor</b>
Roy	Luc	613-236-1393 x2381	Nord / North
Gagné	Chantal	613-236-1393 x2318	Nord / North - Classes / Classrooms
Choquette	Greg	(Parsons)	Sud
Clarke	Mitch	(Parsons)	Sud
			<b>2<sup>e</sup> étage / 2<sup>nd</sup> Floor</b>
Michel	Sophie	613-236-1393 x2344	Nord / North
Allard	Francis	613-236-1393 x2368	Sud / South
			<b>3<sup>eme</sup> Étage / 3<sup>rd</sup> Floor</b>
Kitts	Louise	613-236-1393 x2250	Nord / North
Primo	Ana	613-236-1393 x2248	Sud / South
			<b>Bibliothèque / Library</b>
Hurtubise	Daniel	613-236-1393 x2013	1 <sup>er</sup> Étage / 1 <sup>st</sup> Floor



Leblanc	Jérémie	613-236-1393 x2220	1 <sup>er</sup> Étage / 1 <sup>st</sup> Floor
Hervieux	Sandy	613-236-1393 x2304	2 <sup>e</sup> étage / 2 <sup>nd</sup> Floor
Paquette	Josée	613-236-1393 x2446	2 <sup>e</sup> étage / 2 <sup>nd</sup> Floor
<b>Laframboise Evacuation Wardens</b>			
Lemieux	Richard	613-236-1393 x3016	Laframboise Building Chief Chef – pavillon Laframboise
Lécuyer	Robert	613-236-1393 x3016	Laframboise Building Chief Chef – pavillon Laframboise
<b>1<sup>er</sup> Étage / 1<sup>st</sup> Floor</b>			
Villeneuve	Diane	613-236-1393 x2266	Sud / South
Coriveau	Geneviève	n/a	Cuisine / Kitchen
Dufour	Laura	613-236-1393 x2311	Nord / North
<b>2<sup>e</sup> étage / 2<sup>nd</sup> Floor</b>			
Delisle	Catherine	613-235-5800 x6451	Sud / South ICRC / CICR
Lawrence	Helen	613-230-1930 x6353	Nord / North
<b>3<sup>eme</sup> Étage / 3<sup>rd</sup> Floor</b>			
Gravel	Julien	613-244-1889 x233	Sud et Est / South and East Société Santé en français
Bliss	Kathryn	613-237-6129	Sud / South The Church Council

## Appendix 5: Emergency Management Committee Members

Last update: February 2016

Name	Telephone
Jean-Marc Barrette	613-782-3037
Normand Beaulieu	613-236-1393 x2216
André Séguin	613-782-3018
Sylvie Moisan	613-782-3034

## Appendix 6: Emergency Contacts

Last update: February 2016

Name	Extension / Cell	Role
University of Ottawa - Protection Services	613-562-5411	Cancel shuttle service, notify U of O students, etc.
Ottawa Police	613-230-6211	

**Appendix 7: First Aid Kit Locations**

Last update: February 2016

Primary Kit	Secondary Kit	Tertiary Kit
Atrium Cloakroom	Campus Services Office	Guigues 0 - Café Urban (cafeteria)
	Multiservice Center	Guigues 1 - Library Kitchen
	Guigues Reception	Guigues 2 - 251 (Storage Closet)
	Counseling Center	Guigues 3 - Professor Lounge
	<b>Burn Kit</b>	Laframboise 1 - Novalis Kitchen
	Campus Services Office	Laframboise 1 - Laframboise Room Kitchen
	Guigues 0 - Café Urban (cafeteria)	Laframboise 2 - Sheptytsky Copy Room
	Laframboise 1 - Laframboise Room Kitchen	Laframboise 2 - CIRC/YOUCAN Kitchen
	<b>Defibrillator</b>	Laframboise 3 - Kitchen
	Guigues Reception	

**Primary Kit**

This kit contains all necessities for an emergency. This kit is generally only to be used in case of major emergency. The primary kit contains everything the Secondary kit contains, in larger quantities, plus heat packs, and a 1-way mouth-to-mouth valve, blankets, and multiple fire blankets.

**Secondary Kit**

Secondary kits contain all necessities, but not in as large of quantities as a primary kit. These are to be used when a tertiary kit is not enough. This kit contains everything the tertiary kit contains, plus splint materials, cold (ice) packs, and fire blankets.

**Tertiary Kit**

The tertiary kit contains the bare minimum: Adhesive Strips (Bandages), Gauze Bandages (small ones), antiseptic swabs, tape, scissors, tweezers (or splinter removers), gloves, and a first aid booklets.

**Appendix 8: Office Rental Clients**

**Appendix 9: Building Detail Plans**