



# Emergency Response & Guidelines

**University of Toronto ~ Mississauga**

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## **PREFACE**

The University of Toronto Mississauga is committed to providing the safest possible environment for faculty, staff, students and visitors. As faculty and staff members at U of T Mississauga, you play a key role in ensuring we are able to do so.

This flip booklet is designed to help you in an emergency situation, giving you basic information on what to do and how to proceed before Campus Police Services or emergency responders arrive.

This booklet will not cover each and every incident that you may encounter at U of T Mississauga. It is hoped, however, that the range of emergencies presented and the steps involved will enable you to adapt and modify procedures as needed, depending on the unique nature of the emergency.

Emergency response and coordination is conducted within the framework of U of T's guidelines on emergency and crisis planning. At U of T Mississauga, emergency response is coordinated through the Emergency Response Team.

All faculty and staff are encouraged to keep this emergency response booklet on their desk or immediately at hand.

Similar information can also be found on the Campus Police website at:

<http://www.utm.utoronto.ca/police>

## **PREFACE**

## REPORTING EMERGENCIES

1. Call Campus Police Services at 905-569-4333 (Local 4333)
2. When calling, stay calm and carefully explain the problem and location to the Campus Police Officer on duty.

Do Not Hang Up Until Told To Do So.

3. Use the following guidelines for actual reporting:

Specific type of emergency:

Location of the emergency: (building name and room number)

Your Telephone number: (your office extension or cellular phone number)

Your Location:

Your Name: \_\_\_\_\_

Actions, if any, which you have taken: \_\_\_\_\_

4. Notify your supervisor or manager of the situation: \_\_\_\_\_

### **EMERGENCY TELEPHONE NUMBERS**

Campus Police Services	Local 4333	(905-569-4333)
Facilities, Management and Planning	Local 5301	(905-828-5301)

- Remember: you can call for police assistance (911) or Campus Police Services (905-569-4333) or the Operator (0) from any Campus pay telephone without using coins. Simply lift the receiver and dial.

### **City Services**

- Remember: if calling from a campus business telephone, dial “9” first to connect to an outside line.

Peel Regional Police	9-911
Mississauga Fire Department	9-911
Emergency Medical Services (EMS)	9-911

## **REPORTING EMERGENCIES**

## FIRE EMERGENCY PROCEDURES

### 1. Action on Discovering Smoke or Fire

- Stay Calm.
- Activate the nearest wall-mounted fire alarm.
- If safe to do so, call the Campus Police Services at 905 569-4333 (LOCAL 4333) and give the exact location of the smoke or the fire
- Leave the building by the nearest safe exit.

### Action When you Hear Fire Alarm Bells

- Stay Calm
- When the building evacuation fire alarm is sounded take your coat, keys and personal valuables with you. Close and lock doors and walk quickly to the nearest marked exit and alert others to do the same.
- Assist persons who may experience difficulty in exiting the building.
- Never Use elevators during fire alarms. Use the fire stairs to exit the building.**

- ❑ Once outside, move to a clear area at least 500 feet away from the affected building. Keep clear of roads, fire routes, hydrants, and walkways for emergency vehicles and personnel.
- ❑ A Campus Emergency Operations Centre may be set up near the emergency site. Keep clear of the Emergency Operations Centre unless you have official business.
- ❑ Do not return to an evacuated building unless told to do so by Police Services or Fire Warden.

## **SMOKE IS THE GREATEST DANGER IN A FIRE**

### **3. General Information/Instructions**

- ❑ Setting off an alarm bell automatically notifies the fire department through electronic monitoring.
- ❑ It is important to give the Campus Police Services any information you may have about the fire or about persons still in the building after general evacuation.
- ❑ Use a fire extinguisher only if you can do so safely. Leave a serious fire to the fire fighters.
- ❑ Always close the door behind you when leaving any room involved in fire.
- ❑ When the nearest exit is unsafe due to flames or smoke, select an alternative fire exit. Do not use elevators. In inclement weather take shelter in a nearby building.
- ❑ It is a good safe practice to be always familiar with the locations of fire exits, fire alarm pull stations, fire hose cabinets, and fire extinguishers in your work areas.

# **FIRE EMERGENCY PROCEDURES**



## EVACUATION PROCEDURES

### 1. Building Evacuation:

- All building evacuations will occur when the fire alarm sounds or upon notification by the Campus Police Services or from a member of the Emergency Response Team.
- When the building fire evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same. Take your valuables with you and lock your work area doors if it is safe to do so.
- Assist persons who may have difficulty in exiting the building.
- Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep clear of fire routes, hydrant areas and walkways used for emergency vehicles and personnel.
- Do not return to an evacuated building unless told to do so by the Campus Police Services or a Fire Warden.

## **2. Campus Evacuation:**

- Evacuation of all or part of the campus grounds will be announced the Campus Police Services in coordination with the Emergency Response Team.
- All persons (faculty, staff and students) are to evacuate the site in question immediately and relocate to another part of the Campus grounds or an off-site area as directed.

# **EVACUATION PROCEDURES**

## **MEDICAL & FIRST AID PROCEDURES**

### **Call the Campus Police Services if you need Assistance IN EMERGENCIES DIAL 905-569-4333 (LOCAL 4333) OR WHEN NECESSARY 9 – 911**

If serious injury or illness occurs on Campus immediately call the Campus Police Services. Give your name and describe the nature and severity of the medical problem. Give the campus location of the casualty.

#### **SERIOUS INJURY OR ILLNESS**

- If life or death situation call 9-911 and then Campus Police Services at 905-569-4333
- Call the Campus Police Services. Keep the casualty still and comfortable.
- Ask the casualty, “Are you okay?” and, “What is wrong?”
- Check breathing and pulse.
- Control serious bleeding by direct pressure on the wound.
- Do not administer food or drink to an injured person.
- Continue to assist the casualty until help arrives.
- While waiting for appropriate emergency person(s) to respond, obtain as much information as possible pertaining to the casualty and/or circumstances.

#### **NON-LIFE THREATENING MEDICAL CONDITIONS**

- Provide the necessary assistance or first aid..

- Do not administer any food or drink.
- If a person is in need of medical assistance call the Campus Police Services at 905-569-4333
- Notify your supervisor or manager if this occurs in your work area.

### **DEATH OR CRITICAL INJURY**

The Ontario Occupational Health and safety Act requires notification of the Ministry of Labour whenever a person is killed or critically injured in the workplace. A critical injury means an injury of a serious nature that:

- Produced unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm but not a finger or toe
- Consists of burns to a major portion of the body or
- Causes the loss of sight in an eye In all cases of a critical injury:
- Call 9-911 and the Campus Police Services at 905-569-4333 (Local 4333)
- Provide first aid as appropriate
- Notify your supervisor or manager
- If you are the injured person's supervisor or manager, complete the "Employee Report of Accident or Injury" and send it to the U of T Mississauga Human Resources Office as soon as completed

# **MEDICAL & FIRST AID PROCEDURES**

## POWER FAILURE

Most power failures on campus are of a short duration. During business hours the Engineering staff will be dispatched to search for the problem and to restore power. In rare cases the power failure cause extends beyond the campus and it may require local and regional resources to restore power.

In the event of a campus power failure lasting more than a few minutes:

- Equip your work area with flashlights and fresh batteries to be used during a power failure.
- Install uninterruptible power supply (UPS) units to critical equipment for emergency power (5 to 15 minutes) during a power failure. These UPS units will permit you to safely shut down critical equipment until power is restored.
- Stay calm.
- Notify the Campus Police Services at 905-569-4333 (Local 4333 –most telephones will work without power). They will dispatch Engineering staff to respond to the failure.
- Do not use the elevators until the power has been fully restored.

## **GAS LEAK**

- Stay calm.
- Cease all operations.
- Do not turn “on” or “off” any electrical devices such as wall light switches, computers, cell phones, laboratory equipment, and other such devices.
- Immediately notify the Campus Police Services at 905-569-4333 (Local 4333).
- Evacuate to a safe location until the arrival of emergency personnel.

## BOMB THREATS

- Stay calm.
- If you observe a suspicious object or potential explosive device - Do not handle the object.  
Clear the area and immediately call the Campus Police Services at 569-4333 (Local 4333).
- Any person receiving a bomb threat over the phone should ask the caller:
  - When is the bomb going to explode?
  - Where exactly is the bomb located?
  - What kind of bomb is it?
  - What does it look like?
  - Why did you place the bomb?
  - What is your name?
- Keep talking to the caller as long as possible and record the following:
  - Time of call
  - Exact words of the caller
  - Apparent age and the gender of caller
  - Speech pattern, accent, possible nationality or ethnicity, etc.
  - Emotional state of the caller
  - Background noises or voices

- ❑ Telephone call display information and number if shown
- ❑ Immediately notify the Campus Police Services at 569-4333 (LOCAL 4333).
- ❑ Notify your supervisor or manager.
- ❑ If time warrants, Campus Police Services officers will conduct a search with the assistance of employee volunteers who are familiar with the area.
- ❑ Do not touch suspicious objects! Do not open drawers and cabinets. Do not turn lights on or off. Keep radios and cellular telephones off.
- ❑ The decision to evacuate the area or building will be made in consultation with the Peel Regional Police and the U of T Mississauga Emergency Response Team.

**BOMB THREATS**



## HAZARDOUS MATERIAL EMERGENCY RESPONSE

- ❑ Stay Calm.
- ❑ Immediately report to the Campus Police Services at 569-4333 (LOCAL 4333), any spill, leakage or accidental exposure of a chemical, biological or radioactive material.
- ❑ When reporting, be specific about the nature of the hazardous material, the amount involved if known, and the exact location of the incident.
- ❑ If properly equipped, trained and if is safe to do so, contain the spill in order to limit its spread to other areas, the environment and nearby drains.
- ❑ Evacuate the area and prevent others from entering the area. Notify your supervisor or manager.
- ❑ If properly equipped and trained to do so, clean up small spills and properly dispose of the waste materials according to the classification of the hazardous material.
- ❑ The Campus Police will contact the necessary specialized response personnel and medical assistance if needed.
- ❑ Persons contaminated by exposure to the hazardous material must avoid contact with others; remain in the vicinity, and give their names to the Campus Police Services and other emergency response personnel.
- ❑ Do not return to the evacuated area until you are told to do so by Campus Police Services, a fire warden or a member of the Emergency Response Team.

## **CRIMINAL & SUSPICIOUS BEHAVIOUR**

Immediately notify the Campus Police Services at 905-569-4333 (LOCAL 4333) and report the incident including the following:

- Nature of the incident
- Location of the incident
- The nature of any injuries
- Names or description of person(s) involved
- Description of property involved
- Description of vehicle(s) involved
- The presence of any weapons
- Assist the Campus Police Services when they arrive by supplying them with all additional information you may have and ask others to provide the same.
- Should there be weapons, gunfire or discharged explosives, remain in a safe location until directed otherwise.

## **DISRUPTIVE, VIOLENT OR ABUSIVE INDIVIDUALS**

There is an urgent safety concern when an individual threatens harm to himself/herself or to others. If this occurs you should immediately:

- Notify 9-911 or the Campus Police Services of the situation. Clearly state why you need immediate assistance, give your name, your telephone number, your location including building and room number and any other areas involved.
- Provide information on the description and the current location of the person(s) of concern.

- Never try to handle on your own a situation that may be volatile, dangerous or unpredictable.
- Remove or alert other persons who may also be at risk.
- If necessary, remain in or go to a safe location until help arrives.
- If warranted, lock or barricade the door to your area until police help arrives.
- Update the Campus Police Services if the situation changes or the person of concern moves to another area.

## HOSTAGE SITUATION

- ❑ Be Patient. Time is on your side. Avoid drastic action.
  
- ❑ The initial 45 minutes are the most dangerous. Follow instructions, and be alert.  
The captor may be emotionally imbalanced. Don't make mistakes which could jeopardize your well-being.
  
- ❑ Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor as friendly as possible.
  
- ❑ Avoid speculating. Comply with the instructions as well as you can. Avoid arguments.  
Expect the unexpected.
  
- ❑ Be observant. Try to remember all distinguishable characteristics of your captor (tattoo, scar, teeth missing, etc.). You may be released or escape. The personal safety of others may depend on your memory.
  
- ❑ Be prepared to answer the police on the phone should a line be patched through to your location. Be patient and wait. Attempt to establish rapport with the captor. If medications or first aid is needed by anyone, say so. The captors in all probability do not want to harm persons held by them.

## CIVIL DISTURBANCE AND DEMONSTRATIONS

Most Campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-disruptive. A demonstration should be allowed to proceed unless one or more of the following conditions exist:

- Interference with the normal operations of the U of T Mississauga
- Blocking of access to offices, buildings or other U of T Mississauga facilities
- Threat of physical harm to persons or damage to U of T Mississauga facilities or property.
- If any of the above conditions exist, immediately notify the Campus Police Services

## WEATHER ALERTS AND CLASS CANCELLATIONS

In severe weather emergencies, classes may be cancelled by order of the Vice-President & Principal or one of his/her designates.

- ❑ The Director of Marketing and Communications will be responsible for a plan to notify local radio and television stations.
  
- ❑ Members of U of T Mississauga should listen to the major TV and radio stations and also check the U of T Mississauga web home page for the latest information on campus operations.
  
- ❑ Campus class cancellation information may also be communicated via e-mail, cell phone alerts, posted information, and voice messaging.

## **EMERGENCY TELEPHONE NUMBERS**

Campus Police Services	(905) 569-4333
Peel Regional Police	911
Mississauga Fire Department	911
Emergency Medical Services	911

### **Non-Emergency Telephone Numbers**

Campus Police Services	(905) 828-5200
Walksafer Services	(905) 607-7233
Community Safety Office	(416) 978-1485
Peel Regional Police Services	(905) 453-3311
U of T Mississauga, Health & Counseling Centre	(905) 828-5255
AccessAbility Resource Centre	(905) 569-4699
Sexual Harassment Education, Counseling and Complaint Office	(416) 978-3908
U of T Mississauga, Student Affairs Office	(905) 828-3872
Employee & Family Assistance Program	1-800-668-9920

### **Off-Campus Resources and Community Support (Region of Peel area)**

Credit Valley Hospital	(905) 813-2200
Trillium Health Centre	(905) 848-7100
Peel Distress Centre	(905) 278-7208
Sexual Assault/Rape Crisis Centre of Peel	(905) 273-9442
Victim Services of Peel	(905) 568-1068
Peel Mobile Crisis (24/7)	(905) 278-9036