



# EMERGENCY HANDBOOK



uOttawa

## EMERGENCIES

- PROTECTION SERVICES  
613-562-5411
- CITY OF OTTAWA  
POLICE, FIRE, PARAMEDICS  
911

## OTHER IMPORTANT NUMBERS

- PROTECTION SERVICES  
NON-EMERGENCY LINE  
613-562-5499
- FACILITIES CALL CENTRE  
613-562-5800 EXT. 2222
- IT SERVICE DESK  
613-562-5800 EXT. 6555
- HUMAN RIGHTS OFFICE  
613-562-5222

## ACCESSIBILITY AND EMERGENCIES

If you have a disability or special needs, these procedures apply to you as well. Get to know them and email [areyouready@uOttawa.ca](mailto:areyouready@uOttawa.ca) to learn more about how you can protect yourself with a personalized plan.



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# INTRODUCTION

Natural, technical, and human-caused hazards are a reality that can affect the University community, activities, and property at any time. This Emergency Handbook has been developed by the Office of Emergency Management in accordance with the uOttawa Policy 125 — Emergency Management and Business Continuity and is intended for use by uOttawa students, faculty, staff, and visitors. Get to know its content and keep this handbook someplace that's easily accessed.

If you have any questions, email the Are you ready? team at [areyouready@uOttawa.ca](mailto:areyouready@uOttawa.ca).



# IMPORTANT BUILDING INFORMATION

Address:

Building name:

Number of floors:

Primary use of building:

Fire annunciator panel:

Assembly area (primary):

Assembly areas (alternate):

Facility manager:



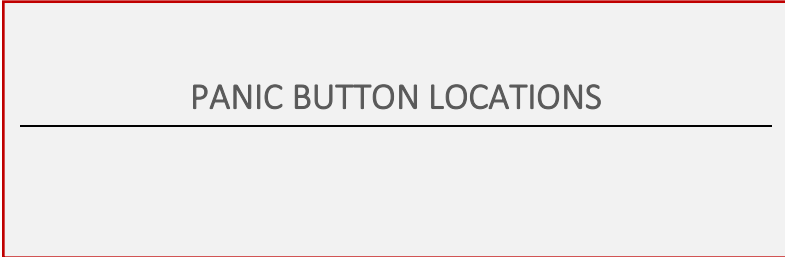
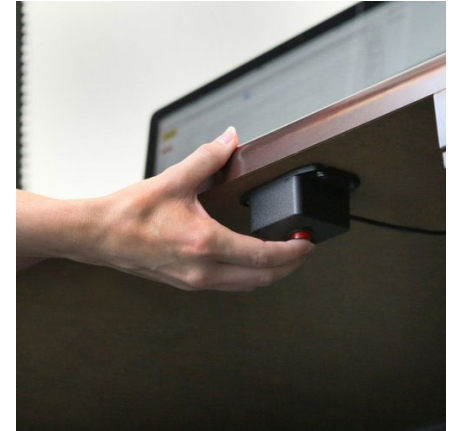
MAIN CAMPUS  
OFFICE LOCATION

*141 Louis-Pasteur*

# PANIC BUTTONS

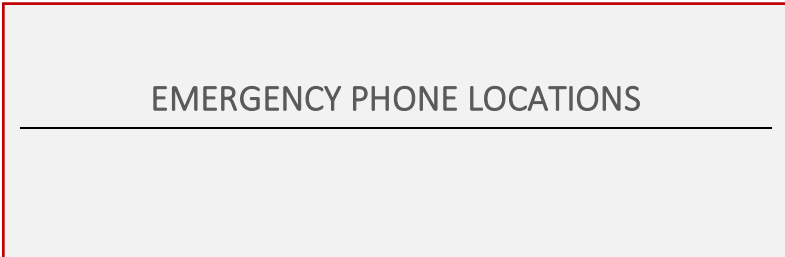
Depending on the nature of the work performed there, designated areas of the building may have panic buttons. Most panic buttons send a silent alarm to Protection Services, triggering an immediate response. If you have one in your office, get to know its location, and periodically test if it works by calling Protection Services and asking to initiate a panic button test.

A phone call is always preferable to a panic button, as it allows the dispatcher to determine the nature of the emergency. Use a panic button when it's not safe, practical, or possible to use a phone.



# EMERGENCY PHONES

Emergency phones are phones strategically located in every campus building, as well as in open spaces such as parking lots and green spaces. You can use them for any type of emergency and recognize them by the words "Emergency/Urgence" and their bright blue light. To use the emergency phones, press the red call button on the front. The blue strobe light will then flash, and you'll hear a dial tone as you're connected to the Protection Services Communication Centre.



# GENERAL INFORMATION

## AlertUO – UOTTAWA’S EMERGENCY NOTIFICATION SYSTEM

During a large-scale emergency or significant disruption affecting our campus, the University will activate its emergency notification system to provide you with reliable information as early as possible through a variety of methods, including:



- Push notifications through SecurUO
- Screen alerts through Alertus
- Social media
- Email
- Website banner
- Emergency information page
- Emergency information line

Learn more information about AlertUO at [www.uottawa.ca/campus-life/are-you-ready/alertuo](http://www.uottawa.ca/campus-life/are-you-ready/alertuo).

### CANADA’S ‘ALERT READY’ VS. ALERTUO

**Alert Ready** is Canada’s emergency alert system reaching wireless devices, radio, and television. Regional public alerts are issued by government authorities for severe weather warnings, Amber Alerts, and other regional emergencies.

Learn more about Alert Ready at [www.alertready.ca](http://www.alertready.ca).

**AlertUO** is activated by the University and is used to alert the University community concerning emergencies or significant disruptions specific to uOttawa campuses.

## SecurUO – UOTTAWA’S SAFETY APP

SecurUO lets you quickly receive alerts about emergency situations at the University of Ottawa or reach out directly to uOttawa Protection Services when you need help.

Some convenient features of SecurUO include:



- Emergency alerts
- A direct emergency dialer to Protection Services
- Personal safety features such as Friend Walk and Work Alone
- Access to non-urgent assistance related to health and wellness
- A report-generator for non-urgent safety or security concerns
- Access to emergency procedures, important contacts, maps and more

### DOWNLOAD THE SecurUO APP!



# YOUR ROLE IS TO ACT!

As a member of the uOttawa community, you must be prepared to act in an emergency. To ensure you're prepared, ask yourself if you know:

- the locations of the nearest fire alarm pull stations
- at least two routes to the nearest exit
- the locations of the nearest emergency stations and how to use them (if applicable)
- the location of first aid kits and automated external defibrillators (AED)
- how to reach Protection Services
- the name and address of the building you're in or regularly visit
- where the assembly area is located
- the procedures in this handbook

## GENERAL INCIDENT PROTOCOL

### WHEN AN INCIDENT OCCURS

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- Be aware of your surroundings.
- Act in a calm and orderly manner.
- Follow the procedures outlined in this handbook.
- Protect yourself and, when possible and safe, lend a hand to others.
- Call Protection Services (**613-562-5411**) as soon as it is possible and safe, and provide the following information:
  - Nature of the incident
  - Location of the incident (building, floor, room)
  - Your name
  - Phone number you can be reached at
- Follow instructions from Protection Services, Building Wardens, and other emergency responders.

### FOR ALL NON-EMERGENCY INCIDENTS

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- Call Protection Services at 613-562-5499



# MENTAL HEALTH / EMOTIONAL DISTRESS EMERGENCIES

## *RECOGNIZE – RESPOND – REFER – REFLECT*

Respond to emergencies involving people with a mental illness or in acute emotional distress (including suicidal thoughts) in the least intrusive way possible and in a way that ensures the safety, dignity and self-respect of the person and others. If there's reason to believe that someone's experiencing a mental health emergency and may present a danger to themselves or others:

- Call Protection Services immediately and follow their instructions.
- Don't leave the person alone.
- Establish communication with the person:
  - Approach the person with empathy.
  - Introduce yourself.
  - Listen by letting them express their feelings
  - Help the person remain calm until help arrives.
- When help arrives, immediately hand over care.

\*For services and many more resources, go to [www.uOttawa.ca/wellness](http://www.uOttawa.ca/wellness).

### HELPING SOMEONE IN DISTRESS

*RECOGNIZE unusual behaviour*

*RESPOND with concern and empathy*

*REFER person to available resources*

*REFLECT to see how you're feeling*



# MEDICAL EMERGENCIES

- Immediately call Protection Services and provide:
  - the location of incident
  - nature of illness or injury
  - the number of victims
  - your name and call back number
- If you've been trained to administer first aid, do so if it's safe.
- Follow the instructions provided by Protection Services, Building Wardens, and other emergency responders.
- Stay at the scene until Protection Services advises you to leave.

**Closest automated external defibrillator (AED):**

\* Report all workplace accidents, incidents, occupational illnesses or near misses to your supervisor or via an Accident, Incident, Occupational Illness or Near Miss report form. ([https://uottawa.i-sight.com/portal?lang=en\\_US&theme=uottawa](https://uottawa.i-sight.com/portal?lang=en_US&theme=uottawa))



# EVACUATION AND ASSEMBLY

*EXIT FROM BUILDING REQUIRED*

## REASONS TO EVACUATE

- Fire alarm, release of hazardous material inside the building you're in or structural damage.

## EVACUATION INSTRUCTIONS

DO	DON'T
<ul style="list-style-type: none"><li>▪ Remain calm.</li><li>▪ Close all doors on your way out and take your keys.</li><li>▪ Turn off all electrical and open-flame equipment.</li><li>▪ Leave the area by the nearest and safest exit available.</li><li>▪ If the nearest route is blocked or unsafe, use an alternate route. Don't use elevators.</li><li>▪ Be wary of possible dangers along your exit route. Test doors for heat in case of fire.</li></ul>	<ul style="list-style-type: none"><li>▪ Don't return to the evacuated area until it's declared safe by campus authorities.</li><li>▪ Don't use your cellphone unless you're reporting information relevant to the situation or calling for medical assistance. Using cellphones increases the demand on cellular network towers and emergency responders, making them less available to those in need of immediate assistance who'll be relying on them.</li></ul>

### ASSEMBLY AREA

In the event of an evacuation, follow evacuation procedures and proceed to the designated assembly area:

Alternate assembly area:





# SHELTER IN PLACE

## *GET INSIDE AND STAY INSIDE*

### REASONS TO SHELTER-IN-PLACE

- Severe weather, dangerous wildlife, or the release of hazardous material in the area outside the building you're occupying.

### SHELTER IN PLACE INSTRUCTIONS

#### DO

- Close and lock all windows and exterior doors.
- If there's danger of an explosion, close all window coverings (shades, blinds, curtains, etc.).
- Turn off all fans, vents, and heating and air conditioning systems, and close any fireplace dampers.
- In the event of a weather-related hazard or a natural disaster, take refuge in a small interior room with few or no windows — basement level is ideal.
- For a chemical threats, an above-ground location is preferable because chemicals that are heavier than air may seep into the basement, even with the windows closed.
- If you're outside when the emergency occurs, seek shelter by entering the nearest building.
- Try to have a working phone or internet-enabled device available so you can stay updated. Hard-wired phones are preferable to cell phones because they can be more reliable.
- Most shelter-in-place orders last only a few hours but have your emergency kit with you just in case.

#### DON'T

- Don't evacuate the area until it's declared safe to do so by campus authorities.
- Don't use your cellphone unless you're reporting information relevant to the situation or calling for medical assistance. Using cellphones increases the demand on cellular network towers and emergency responders, making them less available to those in need of immediate assistance who'll be relying on them.



# HOLD AND SECURE

## GET INSIDE AND STAY INSIDE

### REASON TO HOLD AND SECURE

- Violent attacker armed with a deadly weapon actively harming people **off campus** who might move on campus.

### HOLD AND SECURE INSTRUCTIONS

DO	DON'T
<ul style="list-style-type: none"> <li>▪ Stop all study and work activities.</li> <li>▪ Seek safety inside a building.</li> <li>▪ Keep away from doors and windows.</li> <li>▪ Locate an area where you can hide and barricade yourself inside, if necessary.</li> <li>▪ Warn others as you encounter them.</li> <li>▪ Follow AlertUO for notice of an escalation or an all clear.</li> <li>▪ Use the washroom facilities only as needed and return to your space immediately afterwards.</li> <li>▪ Make alternate arrangements for other obligations or appointments you may have.</li> <li>▪ Prepare mentally for an escalation to lockdown.</li> <li>▪ Remain calm and help others do the same.</li> <li>▪ Be patient. This will likely last several hours.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Don't react to alarms, such as fire alarms, unless fire is evident.</li> <li>▪ Don't move from your hiding place unless it's no longer safe to stay there, or until authorities declare it safe to leave.</li> <li>▪ Don't call Protection Services or 911 if your situation is a matter of personal discomfort or stress. Keep the lines open for medical emergencies, imminently dangerous situations or critical information related to the threat. Those in need of immediate assistance will be relying on getting through.</li> </ul>

### REMEMBER

If an active attacker armed with a deadly weapon is engaging with you directly, **RUN-HIDE-DEFEND!** (See the section below)



# LOCKDOWN

*HIDE IN A SAFE LOCATION, LOCK/BARRICADE THE DOOR*

## REASON TO LOCK DOWN

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- Violent attacker armed with a deadly weapon actively harming people **on campus**.

## LOCKDOWN INSTRUCTIONS

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DO	DON'T
<ul style="list-style-type: none"> <li>▪ Warn others as you encounter them.</li> <li>▪ If you're inside a building, find a closed room or area.</li> <li>▪ Secure the area by locking and/or barricading the doors. If you can't lock or barricade the doors, make sure they're properly closed.</li> <li>▪ Turn off the lights and close the blinds. Try to make the room appear unoccupied.</li> <li>▪ Keep away from doors and windows. Hide behind furniture if you can. Otherwise, stay low to the ground and out of sight.</li> <li>▪ Set your cellphone to silent. Stay tuned into AlertUO for notice of a change or an "all clear" message.</li> <li>▪ Remain calm and quiet, and help others do the same.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Don't react to alarms, such as fire alarms, unless fire is evident.</li> <li>▪ Don't open doors to anyone. Wait to be advised by authorities.</li> <li>▪ Don't move from your hiding place unless it's no longer safe to stay there, or until authorities declare it safe to leave.</li> <li>▪ Don't call Protection Services or 911 if your situation is a matter of personal discomfort or stress. Keep the lines open for medical emergencies, imminently dangerous situations or critical information related to the threat. Those in need of immediate assistance will be relying on getting through.</li> </ul>

## REMEMBER

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If an active attacker armed with a deadly weapon is engaging with you directly, **RUN-HIDE-DEFEND!** (See the section below)



# IMMINENT VIOLENT THREAT

*RUN – HIDE – DEFEND*

## IF YOU'RE IN IMMEDIATE DANGER...

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If an active attacker armed with a deadly weapon is engaging with you directly:

### RUN

- Get away from the danger as quickly as you can and report the incident to Protection Services or 911 once you're safe.

### HIDE

- If you can't leave the area, look for a place where you can hide (lockdown).
- Secure the area as best you can by locking and barricading the door.
- Take cover under or behind furniture and turn off or silence cellphones and other sources of sound.
- Remain aware of your surroundings and the situation. If an opportunity arises to escape, do so!
- Prepare for the situation to escalate and to defend yourself as a last resort. Look around for items you can use as a weapon. Plan with any others in the space with you. There is strength in numbers!

### DEFEND

- If your life is in imminent danger and you can't escape or hide, then — as a last resort — fight back violently. Don't stop until you're sure you can get away from the danger. When you are, escape!





# BOMB THREAT

Bomb threats can be made by telephone, letter, social media, or other means. All bomb threats are investigated thoroughly.

If you receive a bomb threat by phone:

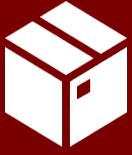
- Remain calm and courteous. Listen carefully. Don't interrupt.
- Get as much information as you can. Don't put the caller on hold.
- If you have call display, record the number.
- If possible, discretely signal to someone to call Protection Services, or do so yourself immediately after the threatening call has ended.

## OBSERVATIONS DURING THE CALL

Exact wording of threat:			
Bomb location:		Time bomb will explode:	
Bomb appearance:			
Caller's name:		Caller's location:	
Caller's reason for threat:			

## CALLER DESCRIPTION — CHECK ALL THAT APPLY (X).

Gender	Male	Female	Not sure	Estimated age:	
Language	English	French	Accent (specify):		
Voice	Loud	Soft	Other (specify):		
Speech	Fast	Slow	Other (specify):		
Diction	Good	Nasal	Lisp	Other:	
Manner	Calm	Vulgar	Emotional	Other:	
Background noise:					
Familiar voice? (Y/N)		If familiar, how so? Whom?			
Was caller familiar with area? (Y/N)		Explain:			



## SUSPICIOUS PACKAGE

A suspicious letter or package may be left without an accompanying threat. Take all necessary precautions and call Protection Services of any letter or package that's suspicious or out of the ordinary.

- Don't touch or open suspicious-looking packages or envelopes.
- If you've already opened or touched the package, stop moving it, place it gently on the nearest stable surface, step away from it and don't touch any other items.
- Don't place the package in a confined space.
- In the event of a possible contaminated package, stay in your immediate area. If anyone working in your immediate area may have come into contact with the package or envelope, ask the person to also stay in the area. Don't come in contact with any new persons.
- Notify Protection Services of the situation. If you've touched the package, have someone call them for you.
- Don't undertake any activity that can create turbulence and spread potentially dangerous substances into the air.
- Don't evacuate the building unless you're instructed by authorities to do so.
- Don't pull the fire alarm. Doing so could cause an uncontrolled evacuation and expose people to unnecessary danger.
- Don't allow others to enter the immediate area.
- Wait for and follow instructions from Protection Services, Building Wardens, and other emergency responders.

### IDENTIFYING A SUSPICIOUS PACKAGE

Look for things that are out of the ordinary:

- misspelled words
- markings such as "private," "confidential" or "to be opened only by..."
- incomplete address (a title rather than an individual's name, a missing or an illegible return address)
- odours or wires
- excessive wrapping, powdery finish, or oil stains
- excessive weight
- foreign postmarks



## SUSPICIOUS PERSON OR ALARMING BEHAVIOUR

- Don't engage with the suspicious person.
- Notify Protection Services of any suspicious behaviour, including in-person, written or online threats, even if the situation has been resolved.
- Make a mental note of how you'd describe the person.
- When face-to-face with someone threatening, remain as calm as possible and do what you can to keep the threatening person calm.
- Acknowledge the person's feelings and perceptions. Paraphrase what the person has expressed to show you're listening and understand.
- If it's safe to do so, write down what the person says.
- Never confront or further agitate a threatening or violent person.
- If the problem escalates, call Protection Services. If it's not safe to speak, try to leave the phone line open.
- Follow Protection Services' instructions.
- If it's possible and safe, stay at the scene until Protection Services advises you to leave.

### DESCRIPTION CRITERIA

- names
- physical characteristics (height, weight, age, gender, complexion, facial hair, eye/hair colour, special markings, clothing, etc.)
- mannerisms (accent, habits, etc.)
- vehicle (make, model, year, colour, body style, other distinguishing markings, licence plates, etc.)
- last known location or direction of travel



## CRIMINAL ACTIVITY

- Remove yourself from the immediate danger.
- If you can't safely leave the area, avoid actions that might increase the danger to yourself or others.
- Make a mental note of how you'd describe the person.
- If you're being robbed, give the robber exactly what is demanded and nothing more.
- Call Protection Services and provide as much information as possible about the situation.
- Wait for Protection Services at the specified location and follow instructions.
- If the assailant leaves evidence behind, don't touch it.



# EARTHQUAKE

## IF YOU'RE INDOORS DURING AN EARTHQUAKE

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- Get under a table or desk, or against an inside wall. Stay away from windows and overhead hazards.
- Try to hold on to whatever is sheltering you.
- If you're in a wheelchair, lock your wheels and duck as low as possible.
- Cover your head, neck, and torso as much as possible.
- Don't stand in a doorway.
- Don't leave the building until it's safe to do so. Wait until several minutes have passed without aftershocks, and then assess your surroundings to determine whether it's safe to leave.
- Evacuate the building with caution and avoid hazards like fallen ceiling tiles or lights, broken glass, or major structural damage.
- Don't use elevators.
- Don't pull the fire alarm unless there's a fire. Pulling the alarm without cause could prompt an uncontrolled evacuation and expose people to unnecessary danger.
- Don't use cellphones or telephones except to report emergencies or injuries to Protection Services.
- Wait for instructions from Protection Services, Building Wardens, and other emergency responders.

## IF YOU'RE OUTDOORS DURING AN EARTHQUAKE

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- Stay outside.
- Move away from buildings, trees, and power lines.
- Avoid hazards.

## IF YOU'RE DRIVING DURING AN EARTHQUAKE

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- Pull over and keep the road clear for emergency vehicles.
- Stay in your vehicle until several minutes have passed without aftershocks.
- Don't stop under overhead structures such as bridges, overpasses, and hydro wires.







## SEVERE WEATHER

The arrival of severe weather is generally known in advance. Response decisions depend on its intensity and anticipated duration. Some extreme weather, however, may be sudden and unexpected.

### IN THE EVENT OF A TORNADO

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- Safely stop what you're doing.
- Don't try to outrun or out-drive a tornado.
- If you're outdoors, go to the nearest building, taking care not to be hit by flying debris.
- If you can, head for the basement. If there's no basement, go to the centre of a room located in the centre of the building's lowest level.
- Where possible, take shelter under sturdy furniture (table, desk, etc.) in the centre of the room.
- Don't take shelter in elevators.
- Stay away from corners, windows, doors, and exterior-facing walls (if indoors).
- Use your hands and arms to protect your head and neck.
- If there are no buildings nearby, lie as flat and as close to the ground as possible. Use your hands and arms to protect your head and neck.
- If you're in a wheelchair, lock your wheels and duck as low as possible.
- Stay in position until the tornado has passed, or until Protection Services, Building Wardens or other emergency responders have indicated that the area is safe.
- Follow any directions provided by Protection Services, Building Wardens, and other emergency responders.

*When severe weather threatens, Environment Canada issues alerts through **Alert Ready** so that those in the affected region can protect themselves.*

***AlertUO** isn't used as the primary alerting service for these types of events.*



# FIRE, SMOKE OR GAS

## IF YOU DISCOVER A FIRE

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- Activate the nearest manual fire alarm.
- Take your keys and immediately leave the danger area by the nearest safe exit and stairwell. **Don't use elevators.**
- Close doors along the way and warn others as you encounter them.
- Go to the designated assembly area
- If the fire alarm hasn't been activated, call Protection Services from a safe location.
- Follow instructions from Protection Services, Building Wardens, or other emergency responders.

## IF YOU SMELL SMOKE OR GAS OR HEAR A FIRE ALARM

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- Immediately stop all work, turn off all electrical equipment and open flames, and close windows.
- Remain calm.
- Don't open the door fully right away. Open it slowly, keeping your head back in case there's fire in the immediate area.
- Be cautious and leave the room only if it's safe to do so.
- Take your keys and head for the nearest safe exit and stairwell. Don't use elevators.
- Close all doors on your way out.
- If a fire alarm hasn't been activated, call Protection Services from a safe location.
- Go to the designated assembly area.
- Follow instructions from Protection Services, Building Wardens, and other emergency responders.

## IF YOU ENCOUNTER SMOKE OR FIRE IN THE CORRIDOR OR STAIRWELL

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- Find an alternate exit. It may be safer to return to your room or office. If so, close the door and seal any windows or openings.
- If possible, call Protection Services, give them your exact location and follow their instructions.
- Try to wave a light-coloured shirt or other material in the window so rescuers can easily find you.
- Stay where you are until instructed to leave by Protection Services, Building Wardens, or other emergency responders.

### ASSEMBLY AREA

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In the event of an evacuation, follow evacuation procedures and proceed to the designated assembly area:

Alternate assembly area:



## HAZARDOUS MATERIALS

### IF CHEMICAL, RADIOACTIVE OR BIOHAZARDOUS SUBSTANCES ARE SPILLED OR RELEASED

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- Call Protection Services, even if the situation has been resolved.
- Don't try to clean up a spill unless you have substance-specific spill-response training. If you've been trained, follow the protocols.
- If you haven't been trained:
  - Step away from immediate danger.
  - If it's safe to do so, secure the spilled material to avoid further contamination.
  - If the material has spread in the air and inhalation is a hazard, move to an adjacent area and restrict access for 30 minutes to allow aerosols to settle.
  - If the material hasn't spread in the air, stay in the area but find a spot where you aren't at risk of additional exposure.
  - Don't pull the fire alarm. Doing so could cause an uncontrolled evacuation and expose people to unnecessary danger.
  - Follow the instructions provided by Protection Services, Building Wardens, and other emergency responders, including instructions for decontamination, if necessary.
  - Don't leave the scene until you're advised to do so by Protection Services, Building Wardens, or other emergency responders.



## INFECTIOUS DISEASE

- Don't come to campus or enter public places.
- Follow your health-care provider's instructions to reduce the spread of disease and to recover.
- If you're on campus and your current condition is life-threatening, contact Protection Services. If off campus, call 911. Notify the dispatcher of the symptoms you're experiencing and your diagnosis, if known.
- In the event of a disease outbreak on the campus, disease-specific guidance will be provided to the affected community based on instructions from municipal or provincial public health officials.



## FLOODING AND SIGNIFICANT WATER LEAKS

- Notify Protection Services immediately of all significant\* water leaks.
- If it's safe to do so, move vulnerable materials away from the path of the water.
- If you're inside, shut off and unplug electrical equipment wherever possible. Facilities will shut down power if necessary.
- Move to a higher elevation or leave the area.
- If you're outside, stay away from flood waters and move to a higher elevation.
- Be careful. The water may be contaminated by oil, gasoline, or raw sewage, or it could be electrically charged from an active power source.
- Stay away from moving water. Moving water as shallow as 15 cm (6 inches) deep can make you lose your footing.
- Stay close by but keep out of the way of emergency responders until Protection Services advises you to leave.
- Follow the instructions provided by Protection Services, Building Wardens, or other emergency responders.

*\*For minor leaks where damage is unlikely (dripping faucets, running toilets, etc.), notify Facilities.*



## POWER FAILURE

- Directly contact the facility manager for your building. Don't just leave a message.
- If the facility manager can't be reached, contact the Facilities call centre.
- Turn off lights, electrical equipment, and appliances to prevent damage when the power returns.
- Call Protection Services if you know or suspect that someone is trapped in an elevator or are aware of other concerns.
- Stay inside and wait for further instructions from Protection Services, Building Wardens, or other emergency responders.
- Immediately report any unsafe situation to Protection Services.

*FACILITIES CALL CENTRE*

*613-562-5800 ext. 2222*

*Version: July 2023*

