ABOUT THIS GUIDE

The Department of Public Safety is responsible for emergency planning for Humber College, (this includes the University of Guelph-Humber) and has prepared this handbook so that the faculty, staff, students and visitors of Humber College Campuses are prepared to handle any emergency situation that may arise.

1. Read this guide and fill out the following information on the last page:
   - Name and phone numbers of your Manager, Emergency Response Team Warden and Alternate, Resident Life Coordinator, or First Aiders
   - Assembly points you should go to if your building is evacuated
   - Location of your First Aid Kit/Automated External Defibrillator

2. Note these numbers to have them with you at all times:
   - Humber College Department of Public Safety emergency number: 416.675.6622 ext. 4000
   - Humber College Security
   - General Inquiry number: ext. 8500 or 416.675.8500

3. Make sure you:
   - Know where to find all stairwells on your floor
   - Know about your floor evacuation plan. Fire Safety Plan drawings are located on every floor and building
MEDICAL EMERGENCY

A medical emergency is an injury/problem that could cause harm, death or permanent injury if not treated quickly. They can vary from severe cuts to nausea to heart attack.

In case of an injury on campus requiring immediate medical attention:
• Ensure that first aid is provided by trained First Aider
• Find out where the First Aid Kit and/or Automated External Defibrillator is located in your area
• Call 911 and give them the following information:
  - The location of your building
  - Exact location of the ill or injured person
  - Describe the nature and severity of the medical problem
  - Your name and telephone number

ALSO:
• DO NOT move critically ill or injured person(s) unless it is essential for their safety. Try to make them comfortable
• Call Humber College’s Department of Public Safety at ext. 8500 or 416-675-8500 to let them know you called 911 and the reason for the call:
  If it’s a medical emergency, call 911 as soon as possible or have someone else call. Once you have called 911, notify the Department of Public Safety (416-675-8500 ext. 4000) with your location.
• Barging: If 911 is called from an internal phone, Public Safety can barge the line and support the caller.

Until Emergency Services arrive:
• Keep the victim still and comfortable
• Do not move the victim unless it is safe to do so
• Check for breathing
• Place victim in recovery position (lying on their side with their head tilted back and knee bent to prevent them from rolling forward) if safe to do so
• Maintain airway and monitor breathing
• Ask victim, “Are you okay?” and “What is wrong?”
• Look for emergency medical identification, question witnesses and give all information to the paramedic and Public Safety security guard
• Only trained personnel should provide first aid treatment. (i.e. first aid, CPR)

All of Humber College’s Public Safety guards are trained as First Aid Responders.
SUSPICIOUS BEHAVIOUR

Suspicious behaviour can be any abnormal behaviour, clothing or activity that is “out of place” given the time and conditions.

Examples include:
• Person(s) running as though they are being pursued or are pursuing
• Person(s) carrying certain property at odd hours or locations. (i.e. office machinery, labatory equipment, locked bicycle, property inside their clothing etc)
• Person(s) walking slowly in hallways attempting to open doors
• Person(s) attempting to hide at the sign of others
• Person(s) recording or monitoring activities on campus. (i.e. cameras, binoculars, near a critical facility staff or students)
• Person(s) attempting to gain information regarding security measures, building plans, critical facilities or staff
• Person(s) mapping out routes on campus, playing out scenarios, timing traffic lights or traffic flow on campus

Make the campus a safe place by being alert to suspicious situations and promptly reporting them to the Department of Public Safety at ext. 8500 or 416.675.8500. Provide the following information:

• Location and nature of the incident
• Description of person(s) involved including height, hair colour, glasses, clothing, colour jacket, pants, shirt, shoes) and age

Description of property involved.
Assist Public Safety security guards when they arrive by providing them with all additional information. Never assume that an individual wandering through a building is a staff member. Asking “May I help you?” can discourage the dishonest without intimidating the legitimate visitor.

Other preventative measures that you can take to ensure a safe and secure campus include:
• Reporting broken doors, windows and locks
• Store, lock and inventory your department’s keys, access cards, equipment, uniforms and vehicles
• Shred or destroy all documents that contain sensitive personal or organizational information that is not needed
• Store and lock personal items such as wallets, purses, and identification when not in use
ROBBERY

Robbery is the unlawful taking of property from someone by the use of violence or the threat of violence. Theft of property should not be confused with robbery.

In the event of a robbery on campus follow these steps:

• Do not fight. Don’t use weapons. Your personal safety is more important than any property
• Do exactly as the robber asks. Co-operate and hand over any property asked for and don’t delay or argue
• Do not make any sudden movements. Tell the robber every move you are about to make before you do it
• Do not activate any alarms or use the telephone until after the robber has left the area
• Don’t block any escape routes
• Take note of robbers description, what was said and route robber took
• Observe what the robber looks like and develop a mental picture so that you can give an accurate description to the police

Remain calm:

• Listen carefully to what the robber says
• If possible avoid any eye contact

After the robber has left:

• If you are able to do so, lock the doors immediately, call Toronto Police 911 and Department of Public Safety at ext. 8500 or 416.675.8500
• Don’t chase or follow the robber. You could be mistaken for the robber in a pursuit by police or the robber can turn on you!
• Don’t touch a hold-up note or anything else the robber may have touched. Protect these areas for police examination
• Write down the robber’s description in detail including height, weight, build, eye and hair colour, scars or tattoos, jewelry, approximate age and clothing. If possible, note in which direction the suspect fled. Write down the description of any escape vehicle or license plate
• Ask witnesses to stay until Police Officers’ arrival. If unable to do so, write down their names, and phone numbers
• Do not discuss descriptions with other witnesses

Robbery prevention tips:

• Don’t count cash in public
• If you work at a public counter, make frequent deposits so that there are never large amounts of money in your cash drawer. Be suspicious about people asking about your cash handling system, how much money you collect, or when you transfer the money from the drawer. Never answer questions such as these. Get a description of the person and notify your supervisor immediately
VIOLENT PERSON/ASSAULT

Should you discover that there is a violent or potentially violent person in your building/area, take the following steps:

- **DO NOT CONFRONT THE PERSON.** If safe to do so, remove yourself from the situation and go to a safe place
- **Call,** or have someone else call, Toronto Police Services via 911 as soon as possible and provide the following information
  - The location of the suspect (address, building, room number, etc)
  - Description of suspect, including name (if known), gender, race, hair colour, clothing description, weapons seen or indicated, what they said, did they indicate a specific target, direction of travel if they have left
  - Nature of business in the building. (i.e. residence, lecture hall, research labs, registrar’s office etc.)
- **Request an ambulance for anyone who is injured**
- **Notify others in the area of the situation using any means possible.** (i.e. telling them directly, telephone etc.)

**REMEMBER:**

- If you are in a life threatening situation, always call 911 first
- When possible, call Public Safety Security at: ext. 8500 or 416.675.8500 OR ext. 4000 or 416.675.6622 ext. 4000

CIVIL DISTURBANCE

Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obstructive.

**A demonstration should not be disrupted unless one or more of the following conditions exists:**

- Interference with the normal operations of the college
- Blocking of access to offices, buildings or other college facilities
- Threat of physical harm to persons or damage to college facilities or property

If any of the above conditions exist, immediately notify Department of Public Safety at ext. 8500 or 416.675.8500. Public Safety will be responsible for investigating and contacting the appropriate authorities, if required.
ACTIVE ATTACKER

Humber’s response to a potential active threat is RUN-HIDE-DEFEND. Here’s what you need to know.

Run Hide Defend gives you options and the knowledge that you can protect and defend yourself. The response is pretty straightforward, and you just have to remember three short words: RUN - HIDE - DEFEND

RUN
- Stop what you’re doing and quickly assess the situation
- If you can get out of the building safely, then do so - RUN out of the building until you are safe
- Then call 911 and tell them what’s going on

HIDE
- If you can’t RUN, then find a place to HIDE - go to the nearest secured space such as a small interior room
- Close doors and windows and close blinds or curtains in the room
- Lock the doors if possible. Barricade the doors use desks, tables, cabinets to block door; wrap belt or cord around handles or hydraulic hinges - whatever you have in the room, use)
- Sit or lie on the floor or crouch behind or under desks, use furniture to block you from sight
- Do not huddle in one spot or large group...spread out
- If the lights in the room can be turned off - turn them off
- Turn off computers, silence cell phones, radios, or any device that may indicate the room is occupied
- Stay away from doors and try to keep out of the line of sight of windows (use the designated hard corners)
- Your goal is to make the room look unoccupied and prevent access for the attacker

DEFEND
- As a last resort, you may have to DEFEND yourself if the attacker comes into your space
- Only you can decide if you are going to defend yourself
- If you decide to defend - you must commit to the actions and be aggressive, be loud and be committed. If several people commit to defend, you have a good chance of overwhelming the attacker
- Try to disorient and incapacitate the attacker
- Use any materials or equipment in the room, e.g. chairs, books, backpacks, purses, fire extinguishers, water bottles, etc.
- Throw them at the attacker - DO NOT HOLD BACK
- Keep moving and fighting until the attacker is incapacitated
- Kick or slide the gun or other weapons away - DO NOT pick them up
- Once you have the attacker down - DO NOT stop and DO NOT let them up
- Have someone call 911 to tell them where you are and that you have the attacker
SHELTER-IN-PLACE

Shelter-in-place is a precaution to help keep you safe by remaining indoors. You may be instructed to Shelter-in-Place in the event of an emergency, such as the accidental or intentional release of dangerous goods into the atmosphere. This could occur where there are chemical, biological, radiological or nuclear contaminants in the air.

Notification of a Shelter-in-Place is typically undertaken by Humber College Department of Public Safety. You will be notified by the Public Address system and/or by Humber Alert; telephone, text, email, desktop phone, desktop computer, digital signage and the Humber Guardian App.

If instructed to Shelter-in-Place:

- Close and lock all windows and exterior doors. If there is danger of an explosion, close all window coverings (i.e. shades, blinds, curtains). Also, turn off all fans, vents and heating and air conditioning systems.
- If possible, take refuge in a small, interior room, with no or few windows. In case of a chemical threat, an above ground location is preferable, as chemicals heavier than air may seep into the basement even with the windows closed.
- Although most Shelter-in-Place orders usually last only a few hours, take any bottled water, first aid supplies and medications on hand with you.
- Have a working radio available so you can listen to the media to know when it is safe to come out or if you will need to evacuate the area.
- Do not leave the building or go outside until advised that it is safe.
- Avoid using the telephone unless you are reporting an emergency or it is absolutely necessary. Emergency responders and those who need immediate emergency assistance will need all available lines.
SEVERE WEATHER

Severe storms can occur at any time of year and affect the campus. In the event of a weather emergency, listen to the local radio or television stations for severe weather warnings and advice prior to commuting to campus.

Humber College Department of Public Safety continuously monitors weather conditions and the latest forecasts. Notification of severe weather is typically undertaken by Humber College Department of Public Safety. You will be notified by the Public Address system and/or by Humber Alert; telephone, text, email, desktop phone, desktop computer, digital signage and the Humber Guardian App.

In the event of a thunderstorm on campus:
- Stay away from items that conduct electricity, such as telephones, appliances, sinks and metal pipes
- If you are outdoors, take shelter immediately. NEVER GO UNDER A TREE

In the event of a tornado on campus, take shelter immediately.
- Go to the lowest level of a sturdy building. Avoid wide-span buildings
- Do not go to your parked car
- Seek shelter in small windowless rooms, such as washrooms or stairwells
- Stay away from elevators, doors and windows
- If you are caught outdoors and there is no shelter available, lie flat in a ditch, ravine or other low lying area, and shield your head with your arms

In the event of a blizzard or ice storm:
- Pay attention to branches or wires that could break due to weight of any ice or snow. Branches and ice can continue to fall several hours after the storm
- Never touch power lines. A hanging power line could be live and there is a risk of electrocution
- Wait several hours after freezing rain ends so that maintenance crews have enough time to spread sand or salt on icy roads and sidewalks

EARTHQUAKE

Earthquakes of a moderate magnitude can occur in the Toronto area. In the event of an earthquake:
- Take immediate shelter under tables, desks or other objects that will offer protection against flying glass and debris. Step under a doorway or into a hall or corridor. Keep away from skylights and large overhead light windows to avoid flying glass. Stay there until the shaking stops
- Use your hands and arms to protect your head and neck
- If you need assistance, call Humber College Department of Public Safety at: ext. 8500 or 416.675.8500
- If a fire occurs, call 911 and follow the procedures outlined in FIRE
- Do not evacuate the building until the shaking has stopped. See EVACUATION
- Help those who need first aid or need to be rescued. Those who are seriously injured should be evacuated first using the stairwells
- Walk calmly out of the building. DO NOT RUN. Watch out for falling debris or electrical wires as you exit
- Wait for further instructions
POWER FAILURE

Power interruptions can occur for a variety of reasons and may last from minutes to days.

In the event of a power failure:
- Do not panic, remain calm
- Immediately call Facilities at ext. 4444 during working hours. After regular hours contact Humber College’s Department of Public Safety at ext. 8500 or 416.675.8500 Provide:
  - Room and floor number where the power failure has occurred
  - Details of the power failure
  - Your name and telephone number
- Remain on your floor and wait for instructions
- Provide assistance to others in your immediate area that may be unfamiliar with the space
- If requested, accompany and assist persons with disabilities who may need assistance
- Emergency lighting in stairwells and throughout the building will turn on until the problem is solved
- If you are in an unlit area, proceed cautiously to an area that has emergency lights
- If instructed to evacuate, proceed cautiously to the nearest exit. See EVACUATION
- Planning for such situations includes having a flashlight available. Mini flashlights can be kept in purses, jacket pockets and desks
- If you are stuck in an elevator, stay calm. Use the emergency telephone to alert Humber College’s Department of Public Safety that you are trapped inside an elevator and the location of the elevator

FLOOD

In the event of a flood on campus:
- DO NOT attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal
- DO NOT use flooded appliances or electrical outlets until they have been checked by the local power authority
- If the flood is outside, avoid the flooded area as the ground below may be unsettled and could cave in
- Never cross a flooded area. If you are on foot, fast water could sweep you away
- If you are in a car, do not drive through flood waters. The water could be deeper than it looks
**GAS LEAK**

Natural gas leaks may occur and have the potential to cause an explosion. Natural gas is lighter than air and rises. An odorant that smells like rotten eggs is added to natural gas to make even the smallest leak easy to smell.

**If you smell gas indoors or outdoors:**
- Immediately notify your manager and the Department of Public Safety at ext. 8500 or 416.675.8500 from another location
- Public Safety will investigate the situation immediately and will take any action required, including notifying the Facilities Management Department
- DO NOT USE your telephone or cellular phone where the smell is present
- DO NOT USE electrical equipment. Electrical arcing can cause an explosion
- DO NOT START vehicles near the gas leak
- DO NOT USE lighters or matches
- DO NOT SMOKE

**If you smell gas indoors:**
- Do not panic and stay calm
- Cease all operations
- Open doors and windows to let the gas out and fresh air in
- Leave the area where the smell is present
- If you are instructed to leave, or if you can hear a ‘hissing’ sound, evacuate the building immediately. Follow procedures outlined in **EVACUATION**
- DO NOT USE fire alarm pull stations to evacuate the building as they have the potential to spark

**HAZARDOUS MATERIALS**

**In the event that there is a chemical, biological, radiological or nuclear spill on campus:**
- Determine the hazard before any attempt is made to clean it up
- Only attempt to clean up low risk spills and then only small quantities
- Control the source of a low risk spill by absorption
- Preventing chemicals from entering drain, if possible
- If in doubt, do not attempt to clean up. Leave and lock the area
- Isolate the attached area
- Call 911 immediately if it is a high risk spill and evacuate the building. See **EVACUATION**
- Call the HR Services, Health and Safety (08:30am to 5:00pm weekdays) or Department of Public Safety 416.675.8500
- Provide the following information to emergency responders:
  - The location, address, building, room number, substance involved, whether it is a solid, liquid or gas, the amount spilled, your name
  - Indicate if anyone has been exposed to the substance
  - Whether the substance is contained
  - Whether there is any hazardous material placards or labels on the containers
- Wait in a safe area for emergency services
- DO NOT allow unauthorized personnel to enter the contaminated area
FIRE

UPON DISCOVERY OF FIRE

1. Leave fire area immediately.
2. Close doors behind you.
3. Sound the fire alarm, pull manual station.
4. Leave the building by the nearest exit.
5. DO NOT USE ELEVATORS.

CAUTION:
If you encounter smoke, use an alternate exit. If smoke is heavy in the corridor, it may be safer to stay in your area. Close doors, block openings and stay low to the floor at a window if available.

NOTE:
Some doors automatically close when the fire alarm system is activated to control the spread of smoke/fire.

UPON HEARING A FIRE ALARM

IF INTERMITTENT SIGNAL (beeping sound every two (2) seconds)

- Stand by and prepare to leave building
- DO NOT USE ELEVATORS

IF CONTINUOUS SIGNAL (three (3) fast beeps followed by a short pause)

- Leave building by nearest exit
- Close doors behind you
- DO NOT USE ELEVATORS

*Some buildings only have a single stage fire alarm system, please listen to the messaging and follow the provided instructions.

EVACUATION

Evacuation is a protective action that may be ordered by Department of Public Safety emergency officials or when there is a significant threat posed to a specific building. Causes of an evacuation could include but are not limited to emergencies such as: Fire, bomb threat, chemical release, severe weather conditions, flood, power outage or serious criminal activity affecting the College Community.

Notification of an evacuations is typically undertaken by Humber College Department of Public Safety. You will be notified by the Public Address system and/or by Humber Alert; telephone, text, email, desktop phone, desktop computer, digital signage and the Humber Guardian App.

For your safety and safety of others, when evacuating a building follow an Emergency Response Team member’s (a trained person wearing a fluorescent orange and yellow vest) instructions and follow them out of the building.

- Be aware of where emergency exits are located in buildings
- Never use the elevators during an evacuation
- Close doors and windows
- In an immediate life threatening situation, leave with a minimum of personal items (keys, purse, coat etc)
- Make sure any personal or confidential information is secured
- Assist those with special needs hearing, visually and mobility impaired
- Keep clear of fire routes, hydrants and walkways used for emergency services
- Do not return to an evacuated building unless told to do so by Emergency Services or Department of Public Safety
SUSPICIOUS PACKAGE

Some typical characteristics that should trigger suspicion include parcels that:
· Are unexpected or from someone unfamiliar to you
· Are outdated or addressed to someone no longer with your department or the College. (e.g. improper title)
· Have excessive postage/string or tape to hold together
· Bears no return address, or one that can’t be verified as legitimate/postmark does not match the return address
· Are of unusual weight, disproportionate to its size, or is lopsided
· Are marked with restrictive endorsements, such as “Personal” or “Confidential”
· Misspelled words addressed to titled only, badly written or typed
· Exhibit protruding wires, strange odours, stains, or powders

What should I do if I’ve received a suspicious parcel/mail?
· DO NOT TOUCH the package as this could destroy fingerprints
· Notify your supervisor or manager
· DO NOT USE cell phones or two-way radios near the package
· IMMEDIATELY notify Department of Public Safety at ext. 8500 or 416.675.8500 and provide the following information:
  - The department name and floor number.
  - Details of the suspicious package
  - Your name and telephone number
· Department of Public Safety will conduct a threat assessment to determine the appropriate response

What should I do if I receive an anthrax threat by mail?
· Notify your supervisor /manager and the Department of Public Safety
· Department of Public Safety will contact Health and Safety and Toronto Police Services for threat assessment and response
· Do not attempt to clean up any powder that may have spilled
· Keep staff out of the area in which the parcel is contained
· Isolate anyone who has been exposed directly to or touched the parcel/mail or powder
· Wash your hands and shower with soap and water
· List all persons who have touched the letter or package including their contact information and provide the list to the investigating agency
· Remove contaminated clothing as soon as possible and place in a plastic bag, or other sealed container and have available for the Police, should they request
· Seek medical attention as soon as possible
· If the mail or parcel contains other types of hazardous materials, see HAZARDOUS MATERIALS

How to handle mail in your area that will enhance safety:
· Do not leave mail unattended and secure mail whenever possible
· Be alert to any suspicious activity or persons who are in the vicinity of mail and report suspicious activity immediately to Department of Public Safety ext. 8500 or 416.675.8500

Also keep an eye out for suspicious vehicles that may have the following characteristics:
· Low riding vehicles, especially with disproportionate weight towards the back of the vehicle
· Vehicles left running with no driver
· Vehicles parked haphazardly in apparent effort to leave
**BOMB THREAT**

**When a bomb threat is received:**

1. Listen
2. Be calm and courteous
3. Do not interrupt the caller
4. Obtain as much information as possible
5. If possible notify your supervisor while the call is still ongoing. Your supervisor should contact the Department of Public Safety
6. Complete the form provided below and give it to your supervisor. Do not discuss with anyone

*if your manager is not available, do not discuss with anyone and contact the Department of Public Safety immediately*

**DETAILS:**

Telephone number: ______________________ Call received by: ________________________________

Date: ___________________ Time: ___________________ End time: ____________________________

Exact wording of the threat:
__________________________________________________________
__________________________________________________________
__________________________________________________________

**Questions to ask: (if possible)**

What time will the bomb explode? ______________________________________________________

Where is it? __________________________________________________________

What does it look like? _____________________________________________________________

Where are you calling from? _______________________________________________________

Why did you place the bomb? ______________________________________________________

What is your name? __________________________________________________________________

**Identifying characteristics:**

<table>
<thead>
<tr>
<th>Gender</th>
<th>Male</th>
<th>Female</th>
<th>Other</th>
<th>Estimated age:</th>
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<tr>
<td>Accent</td>
<td>English</td>
<td>French</td>
<td>Other:</td>
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<tr>
<td>Voice</td>
<td>Loud</td>
<td>Soft</td>
<td>Other:</td>
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<td>Speech</td>
<td>Fast</td>
<td>Slow</td>
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<td>Diction</td>
<td>Good</td>
<td>Nasal</td>
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<td>Manner</td>
<td>Emotional</td>
<td>Calm</td>
<td>Vulgar</td>
<td>Other:</td>
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Background noise: ___________________________________________________________________

Voice was familiar (Specify): __________________________________________________________

Caller was familiar with the area (Specify): ____________________________________________
EXPLOSION
In the event of an explosion in your building or in a neighbouring building, you must evacuate the building immediately. See EVACUATION.

If you are trapped in the building, remain calm and:
• Assess your personal health. (injuries, severity etc.)
• Attempt to use a solid object to strike a surface to signal your location
• Follow the directions of emergency responders
EMERGENCY PHONE NUMBERS
For situations where people or property are at immediate risk, for example a medical emergency, fire, or a crime in progress, contact 911 directly, and then contact the Department of Public Safety at ext. 4000 or 416.675.6622 ext. 4000.

Please do not call Humber College’s Department of Public Safety to obtain information about the emergency unless you have specific information to provide about the emergency. All updates will be provided through one or more of the methods listed below:

- Listening to the media (television and/or radio)
- Visiting the Humber College Website at www.humber.ca
- Calling the Humber College information line.

Numbers to call in an emergency are listed below. Insert (in pencil) your manager’s name and number, Resident Life Coordinator, Building Captain, Emergency Response Warden and First Aiders in the spaces below.

FOR EMERGENCY SITUATIONS CALL 416.675.6622
Lakeshore Campus ext. 4000
North Campus ext. 4000
Orangeville Campus ext. 4000
Lakeshore Residence ext. 73001
North Residence ext. 77201
- Emergency phones, located inside and outside of the buildings

FOR NON-EMERGENCY SITUATIONS CALL 416.675.6622
Lakeshore Campus ext. 8500
North Campus ext. 8500
Orangeville Campus ext. 8500
Cell Phone of Campus Pay Phone (free) 416.675.8500

POLICE, FIRE AND AMBULANCE: 911
IMPORTANT REMINDER: If you’ve called 911, also call Public Safety. We need to know your location.

To obtain this guide in alternative format or for further information regarding emergency services, please contact the Department of Public Safety (ext. 8500).

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<tr>
<th>EMERGENCY RESPONSE WARDENS</th>
<th>TELEPHONE #</th>
<th>FIRST AIDERS</th>
<th>TELEPHONE #</th>
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Emergency Designated Assembly Point (Primary): ____________________________________________

Designated Assemble Point (Alternate): ________________________________________________

Location of First Aid Kit: ____________________________________________________________

Location of Automated External Defibrillator (AED): ___________________________________

KEEP THIS GUIDE WHERE YOU CAN SEE IT AND REACH IT