

Your Guide To:

RESPONDING TO EMERGENCIES

Last updated: February, 2026

In a life threatening emergency, dial **911**
All other emergencies, phone 5336111





On-Campus Emergency Phone Numbers

Life threatening Emergency	911
Emergency Report Centre, Campus Security and Emergency Services • Emergency Response • Fire, First Aid, crimes in progress • Personal Safety • Bomb Threats • Alarm Systems • Vehicle Accidents	36111
Maintenance Emergencies / FIXIT	77301 (Residence 33155)
Campus Security Safe Walk	36080
Environmental Health & Safety	32999
Your Supervisors Name and Contact Number	_____
Kingston Police (non-emergency)	613-549-4660
Crime Stoppers	1-800-222-8477
Sexual Assault Centre Kingston	1-877-544-6424 – Crisis Line
Employee Assistance Program	1-800-387-4765
Human Rights and Equity Office	36886

Fire Evacuation

- Be Prepared
- Know your Evacuation Route and the Alternate Route
- **Remain Calm**

If you discover a fire:

- Close the door to the fire area
- Alert occupants by shouting “Fire, Fire, Fire” and pull the nearest fire alarm pull station
- Leave the building immediately by the nearest safe exit and call **911** or 613-533-**6111** Campus Security and Emergency Services Emergency Report Centre
- Do not use the elevators
- Proceed to an assembly area across the street or a safe area away from the building
- Do not re-enter the building until the “all clear” signal is given by the Fire Department or Campus Security and Emergency Services

Upon hearing an alarm:

- Always leave the building immediately by the designated exit, or the nearest safe alternative exit, if the primary exit is dangerous
- Remain calm and listen to instructions from any supervisory staff
- Do not use the elevators
- Proceed to an assembly area across the street or a safe area away from the building
- Keep entrance ways, access ways and the roadways clear
- Await instructions from either the Fire Department or Campus Security and Emergency Services
- When the “all clear” signal is given, re-enter the building through the main entrance

If you encounter smoke:

- Crouch low to the floor and take shallow breaths
- If possible, place a moist cloth over your nose and mouth
- Proceed to the nearest safe exit

If you are trapped by a fire:

- It may be safer to stay where you are.
- Let someone know that you are there. If your phone is working, dial 911 and tell them your location
- A closed door can provide good protection against fire and smoke
- **Use anything that you can find to seal cracks (towels, clothing)**
- **If smoke enters the room, crouch low. Remember that heat and gasses rise.**

Other:

- Fire extinguishers are intended only for small fires
- Assist those with physical disabilities to the nearest fire exit stairwell, which can provide a safe refuge until fire fighters arrive. Upon exiting the building, notify the fire department of the persons known location

Medical Emergencies

Serious Medical Emergencies:

- First ensure your own safety and that of the injured person
- Call **36111** Campus Security and Emergency Services Emergency Report Centre
- Advise the Emergency Report Centre of the nature of the injury or illness and the location
 - Building, Street Address, Floor, Room Number
- Do not move the injured person unless there is a high risk of further injury or death
- Remain calm and do not leave the person unattended
- Call for assistance from a qualified First Aid / CPR / AED provider
- Report the incident to your Supervisor and assist with the completion of an Incident Report, which can be found by clicking the highlighted link, www.queensu.ca/risk/safety/report-incident

Minor Medical Emergencies:

- Provide First Aid, if qualified
- Arrange for First Aid Responder or Ambulance, by calling **36111** Campus Security and Emergency Services Emergency Report Centre, if required
- Report the incident to your Supervisor and assist with the completion of an Incident Report, which can be found by clicking the highlighted link, www.queensu.ca/risk/safety/report-incident

Workplace Violence

Queen's University has a policy
on [Workplace Violence](#)



If someone is angry or hostile:

- Please remain calm and listen attentively
- Maintain eye contact
- Be courteous and patient
- Keep the situation in your control

If someone is swearing, shouting or threatening:

- Discreetly signal a co-worker or a supervisor that you need help
- Do not make any calls yourself
- Have someone call **36111** Campus Security and Emergency Services Emergency Report Centre

If someone is threatening you with a weapon:

- Stay calm, quietly signal for help
 - Maintain eye contact
 - Stall for time
 - Keep talking and follow instructions
 - Don't try and grab the weapon
 - Watch for a safe chance to escape
- **Call 911**

If you are not directly involved:

- Call **36111** Campus Security and Emergency Services Emergency Report Centre
- Evacuate the immediate area to ensure the safety of others
- Seek the assistance of your supervisor for support and assistance

Warning signs:

- Direct or veiled threats of harm, intimidation, belligerent, harassing or other inappropriate and aggressive behaviour
- Bringing and / or brandishing a weapon, making inappropriate references to / or a fascination with weapons



Active Aggressor on Campus

What Should I do?

- Remain Calm
- If you are not at risk of injury during a hostile situation and communication is available, **call 911**
- Remove yourself from any open area and move to the closest safe location.
- If you're unable to notify the Kingston Police or Campus Security, summon help discreetly by any means at your disposal.
- Lock your office / classroom and barricade the door.
- **Critical information will be shared through QUAAlerts.** Follow the direction given within the alert.
- Close and stay away from windows, turn off lights and audio equipment, silence ringers on cell phones and have occupants sit on the floor.
- Do not leave your secure area until notified by the Kingston Police or Campus Security.
- Once the Kingston Police or Campus Security arrive, follow all of their instructions quickly and quietly.
- **Do not sound the fire alarm!**
- During a hostile situation if the Fire Alarm sounds, do not evacuate unless you smell smoke or suspect fire.
- **Trust your intuition.** Every situation is different, and every person's response is an individual decision.

For further guidance on how to respond during incidents involving an active aggressor, [Get Out / Hide / Fight](#) is a video guide available on the Campus Security and Emergency Services webpage.



How To Stay Informed Campus Wide Emergency Information

Information pertaining to an emergency will be made available and updated at the following locations

QUAlerts



Primary notification system.
*Please opt-in to SMS notifications.

Your personal Queen's e-mail account	_____@queensu.ca
Queen's University main webpage	www.queensu.ca *Alert banner will be displayed on the home page.
SeQure (Queen's Student Safety App)	Secondary notification tool.
Alertable	Alertable is a nationwide app for emergency notification that is used by many municipalities, including the Kingston police to provide our community with up-to-date emergency alerts, and important non-emergency notifications such as events, road closures, restrictions, hazards, and more.



Emergency Notification System (ENS) (P.A. System)

Campus Wide Emergency Information

What is the ENS and what type of emergencies does the ENS indicate?

- The ENS system is comprised of five (5) outdoor speakers that will only activate as a delivery method when other systems of communication cannot be used or in the most extreme situations
- Unsafe conditions or presence of a high-risk event on campus

What should I do when I hear the ENS?

- When you hear the sirens, you should seek shelter immediately
- Follow guidelines for **Active Aggressor on Campus: What Should I Do?**, located in this guide
- Remain inside until the sirens stop and you hear the “all clear” notification
- Check the Queen’s Notification Platforms for information
- If you hear a siren test, DO NOT take any action

When is the outdoor Warning System tested?

- The sirens are tested yearly
- The Queen’s community will be notified by e-mail, and web postings of any scheduled tests



Bomb Threat

All bomb threats are considered valid until proven otherwise.

If you receive a bomb threat **by telephone**, follow these procedures:

1. Listen carefully to what the caller is saying and record as much information as possible as outlined on the following two pages
2. Be calm and courteous
- 3. Do not interrupt the caller or disconnect the call**
4. Obtain as much information as you can. Suggested questions and space to record responses are on the following page(s)
5. Do not put the caller on hold
6. If possible, signal a co-worker to dial extension **36111** (external 613-533-6111), or dial it yourself when the call is finished



Bomb Threat

All bomb threats are considered valid until proven otherwise. Immediately report any bomb threat or suspicious item to Campus Security at 36111 (613-533-6111). Do NOT call police directly.

Ask these questions:

1. When will it explode? _____ am / pm
2. Where is it? Classroom, Office, Hallway, Stairwell, Garbage receptacle,
Other (describe) _____
3. What does it look like?

4. Where are you calling from? (Check your call display if you have one.)

5. What is your name?

6. Why did you place the bomb?



Bomb Threat

All bomb threats are considered valid until proven otherwise. Immediately report any bomb threat or suspicious item to Campus Security at 36111 (613-533-6111). Do NOT call police directly.

Record this data:

Date: _____ Time: _____ am / pm

Exact wording of threat:

Characteristics of Caller:

Sex: M / F

Estimated Age: _____

Accent: English / French / Asian / Middle-Eastern / Spanish / Italian / Other
(describe) _____

Diction: Deliberate / Rushed / Clipped / Slurred Lisp / Nasal / Other
(describe) _____

Manner: Calm / Emotional / Threatening / Vulgar

ANY other identifying information:

Background Noise: Traffic Horns / Childre's Voices / Television / Animals / Other (describe)

Did the caller seem familiar with the area? Yes / No

Who took the call: _____

From which department: _____



Bomb Threat and Suspicious Items

All bomb threats are considered valid until proven otherwise. Immediately report any bomb threat or suspicious item to Campus Security at 36111 (613-533-6111). Do NOT call police directly.

In the event of a bomb threat received by e-mail:

- Do not open any attachments or links within the e-mail
- Follow ITS Cybersecurity procedures and protocols for a suspicious e-mail
<https://www.queensu.ca/its/cybersecurity>
- Call **36111** Campus Security and Emergency Services Emergency Report Centre and notify the ERC Operator of the e-mail threat
- Forward the e-mail to campus.security@queensu.ca, if instructed to do so

In the event of a bomb threat is received by physical mail:

- **Stop handling the document immediately!**
- Make sure no one else touches the document or the envelope in which it arrived
- Call **36111** Campus Security and Emergency Services Emergency Report Centre
- Staff from Campus Security and Emergency Services or Kingston Police will attend to collect the letter for analysis



Weather related and Utility Emergencies

During an extreme weather event:

- Listen to and comply with local weather advisories
- Move toward the center of the building or any office areas that do not have glass windows
- Remain in the designated safe area until the threat has passed

During earthquakes:

- Yes. Earthquakes of moderate magnitude can occur in Kingston
- Stay inside and remain calm
- Stay as far away from windows as possible and try not to hide under something heavy – like a large desk
- Protect yourself physically, especially your head and neck
- Do not run outside, as falling debris may cause injury

During a power blackout:

- Remain calm
- Stay where you are. Emergency lighting for evacuation purposes will operate for a minimum of 20 minutes.
- If you are in Residence, flashlights are available at the front desk and in the main office areas
- Turn off all electrical equipment with manual switches
- Unplug your computer to protect your equipment from a possible power surge when the power returns
- Campus Security will contact emergency services
- If the fire alarm system is down, watch patrols will be organized to visit floors to assess situations



Reporting a Health & Safety Issue or Concern

We encourage the reporting of health and safety concerns.

- Report your concern to your immediate Supervisor or person-in-charge. Some resolution and remedial actions may need to involve the departmental safety committee or senior management.
- Any employee may call **32999 Department of Environmental Health and Safety** directly if their concern is not being addressed to their satisfaction.
- Reports will be kept confidential, if so requested.
- If you have a health or safety issue / concern outside of normal business hours, contact **36111** Campus Security and Emergency Services Emergency Report Centre



Spills and Leaks

For spills or releases requiring special training, procedures or equipment beyond that abilities of the present personnel, take the following steps:

1. Alert personnel in the immediate area
2. Leave the container in place to aid identification by the HAZMAT Team
3. If the incident involves flammable material, control ignition sources, if safe to do so
4. Evacuate the immediate area, closing doors to the affected area on the way out
5. Call **36111** Campus Security and Emergency Services Emergency Report Centre. The operator will contact the Department of Environmental Health and Safety
6. Only at the direction of either Campus Security and Emergency Services and the Department of Environmental Health and Safety should you activate the building fire alarm
7. Meet the representative from Campus Security and Emergency Services and the Department of Environmental Health and Safety near the main entrance or designated entrance of the building.

Suspicious Odour

If you detect a suspicious odour:

1. During weekday business hours, contact **32999** Department of Environmental Health and Safety and request assistance
2. After hours, contact **36111** Campus Security and Emergency Services Emergency Report Centre
3. Only at the direction of either Campus Security and Emergency Services and the Department of Environmental Health and Safety should you activate the building fire alarm
4. Describe the location and the characteristic of the odour
5. Leave the immediate area and wait for assistance

Infectious Disease

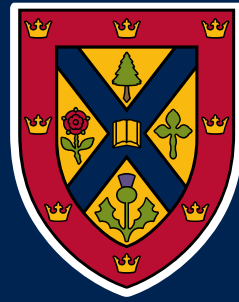
Any faculty, staff or student who is concerned for their personal health because of an infectious disease, or is aware that a visitor, student, faculty member, or staff has an infectious disease, should report their concern(s) to a supervisor, department head or any other person in authority.

The supervisor, department head or person in authority shall report, in confidence, the concern to the Director or Environmental Health and Safety, who will invoke the procedures outlined in the Infectious Disease Reporting Policy.



Notes

*Use this area to record any departmental specific guidelines.



Queen's
UNIVERSITY