



**Queen's**  
UNIVERSITY

**YOUR GUIDE TO:  
RESPONDING  
TO  
EMERGENCIES**

**In An Emergency  
Phone 5336111**



# Responding to EMERGENCIES



## On-Campus Emergencies

## Phone Number

**Campus Security and Emergency Services 36111**

- Emergency Response
- Fire, First Aid, Crimes in Progress
- Personal Safety
- Bomb Threats
- Alarm Systems
- Vehicle Accidents

**Maintenance Emergencies Queen’s Fix-it 77301 Residence 33155**

**For Employees and Students Campus Security Safe Walk 36080**

**Environmental Health & Safety 32999**

**Your Supervisor’s Phone Number \_\_\_\_\_**

## Other Important Numbers

**Emergency 911**

**Kingston City Police – non-emergency 613-549-4660**

**Crime Stoppers 1-800-222-8477**

**Sexual Assault Centre Kingston 1-877-544-6424**

**Employee Assistance Program 1-800-387-4765**

**Human Rights Office 36886**



# Responding to EMERGENCIES

## How To Stay Informed

### Campus Wide Emergency Information

Information will be available and updated at the following locations:

Queen's Status Line	613-533-3333
Your Queen's email account	_____@queensu.ca
Queen's Web PG	www.queensu.ca
SeQure (Queen's Student Safety App)	

#### Listening to local radio

Bob (103.7 FM)

CKLC (1380 AM)

Fly (98.3 FM)

Joe (96.3 FM)

K-Rock (105.7 FM)

Kix (102.7 FM)

Oldies 960 (960 AM)

The Border (106.7 FM)

The Drive (98.9)



# Responding to EMERGENCIES

## Fire Evacuation

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



### If you discover a fire:

- close the door to the fire area
- pull the nearest fire alarm
- leave the building immediately by the nearest safe exit
- proceed to an assembly area across the street and away from the building
- do not re-enter the building until the 'all clear' signal is given

### 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
- do not use the elevators
- proceed to an assembly area at least 100 feet from the exit
- keep entrance ways, access ways and the roadway clear
- await instructions from Campus Security
- 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 in your office area
- let someone know that you are there. If your phone is working, dial 911 and tell them about your location.
- if you can open your window, hang a bed sheet out of the window to signal the Fire Department
- a closed door can provide good protection against fire and smoke.

### Use anything that you can find to seal cracks (towels, clothing, etc.)

- if smoke enters the room, crouch low. Remember that heat and gases rise.

### Other...

- do not use elevators
- do not re-enter until the 'all clear signal' is given
- fire extinguishers are intended only for small fires. Keep yourself between the fire and the exit.
- assist those with physical disabilities to the nearest fire exit stairwell, which provides a safe refuge until firefighters arrive



# Responding to EMERGENCIES

## Medical Emergencies



### Serious medical emergencies:

- ensure your own safety and that of the injured person
- call 36111 (Emergency Report Centre)
- advise the Emergency Report Centre (ERC) of the nature of the injury or illness and location (building, street address and floor/room number)
- do not move injured person unless there is a high risk of further injury or death
- keep calm and do not leave person unattended
- call for assistance from qualified first aid/CPR provider

### Minor medical emergencies:

- provide first aid, if qualified
- first aid responder, by calling Campus Security and Emergency Services, can arrange for an ambulance if required
- after you have dealt with the situation, complete a Workplace Safety & Insurance Board (WSIB) Report of Injury/Disease – which can be obtained from your supervisor
- report the incident to your supervisor and assist with the completion of an Incident Report



## Responding to EMERGENCIES

# Workplace Violence



Queen's University has a policy on workplace violence, as well as harassment and discrimination. You can find links to the policies on Campus Security and Emergency Service's website <http://www.queensu.ca/security/>

Workplace violence is any act that results in threatened or actual harm to people or property in the workplace.

[http://www.labour.gov.on.ca/english/hs/sawo/pubs/fs\\_workplaceviolence.php](http://www.labour.gov.on.ca/english/hs/sawo/pubs/fs_workplaceviolence.php)

### If someone is angry or hostile:



- stay calm and listen attentively
- maintain eye contact
- be courteous and patient
- keep the situation in your control

### If someone is swearing, shouting and threatening:

- discreetly signal a co-worker or a supervisor that you need help
- do not make any calls yourself
- have someone call Campus Security at 36111

### If someone is threatening you with a weapon:

- stay calm, quietly signal for help
- maintain eye contact
- stall for time
- keep talking but follow instructions
- don't try to grab the weapon
- watch for a safe chance to escape
- call 911



### If you are not directly involved:

- call Campus Security at 36111
- evacuate the immediate area to ensure the safety of others
- seek the assistance of your supervisor for support and assistance

**The most effective way of protecting yourself from workplace violence is to recognize the warning signs and report every incident, no matter how minor, so that action can be taken to address the situation.**

### Warning signs:

- direct or veiled threats of harm, intimidation, belligerent, harassing or other inappropriate and aggressive behavior
- bringing and/or brandishing a weapon at work or school, making inappropriate references to/or a fascination with weapons



## Responding to EMERGENCIES

### **Active Threat 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 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.
- Close and stay away from windows, turn off the lights & audio equipment, ringers on cell phones and have occupants sit on the floor.
- Do not sound the fire alarm!
- Do not leave your secure area until notified by the Kingston Police or Campus Security. Avoid open areas and be as quiet as possible.
- Once the Kingston Police or Campus Security and Emergency Services arrive, follow all of their instructions quickly and quietly.
- 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.



## Responding to EMERGENCIES

# Emergency Notification System



On campus “real-time” Emergency Notification Systems (ENS) disseminate clear information before, during and after emergency situations.

A public address system using a siren signal followed by voice instructions will alert the campus community to take shelter and, if safe to do so, check one of the current Emergency Notification Platforms (Queen’s Web site, University Status Line, Queen’s Email Account, QDIN Panels) for information/instructions.

### What types of emergencies does the ENS indicate?

Unsafe conditions such as: severe weather and environmental hazard or an armed individual 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 Threat on Campus: What Should I Do?**, located in your copy of Responding to EMERGENCIES booklet.

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 email, and web postings, of the scheduled tests.

Please visit the Emergency Notification System webpage for more details about the various P.A. System activation types, a map showing the siren locations, and to hear an example of the siren sounds:

<http://www.queensu.ca/security/ens.html>





# Responding to EMERGENCIES

## Bomb Threat Checklist



Time of Call

Phone Number

Where is the bomb located?

When will it explode?

What does it look like?

### Information about the caller

Gender		Estimated Age	Manner		Condition	
M	F		Calm	Excited	Normal	Intoxicated
Undetermined			Vulgar	Nice	Confused	Challenged
Diction			Speech		Accent/Language	
Good		Poor	Fast	Slow		
Nasal		Lisp	Slurred			
Any Background Noise?		Familiar with you?		Familiar with the area?		
		Yes	No	Yes	No	
Why is the caller doing this?				Did the caller threaten a specific Individual?		
Did the caller give a name?			Did the caller mention any other names or departments			
Your Name		Dept.		Phone No.		

# Responding to EMERGENCIES



## Bomb Threats

- Take all bomb threats seriously.
- Remain calm and be courteous to the caller.
- Listen 'carefully' to the caller.
- Record the information listed on the telephone call display.
- If possible, ask questions: Where is the bomb? When will it explode? What does the bomb look like? Why are you doing this? What is your name? Most people who call in bomb threats don't expect to be questioned. By asking questions, you may actually get the caller to reveal important information about them.
- At the end of the call, notify Campus Security and Emergency Services immediately at **36111**.
- 
- Take a moment to complete the checklist on the following page. Security staff will meet with you to take a report.





## Responding to EMERGENCIES

### Weather-Related and Utility Emergencies

**During tornadoes, snow, ice or windstorms, or other weather emergencies:**



- listen to and comply with local weather advisories
- move toward the centre 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 to find something heavy to hide under (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 possible power surges when the power returns
- Campus Security and Emergency Services will contact emergency services
- The if fire alarm system is down, watch patrols will be organized to visit floors and assess situations





## Responding to EMERGENCIES

# Reporting a Health & Safety Issue or Concern

### We encourage the reporting of health or 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.
- when the problem requires specialized expertise, then the issue will be referred to The Department of Environmental Health and Safety for further action and policy considerations.
- any employee may call The Department of Environmental Health and Safety at 32999 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 during non-traditional hours, contact Campus Security @ 36111





## Responding to EMERGENCIES

### Spills and Leaks

For spills or releases requiring special training, procedures or equipment (PPE) that is beyond the 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. Activate the building fire alarm.
6. Call the Emergency Report Centre (ext. 36111). The Emergency Report Centre will contact the Department of Environmental Health and Safety.
7. Report to Campus Security and Emergency Services and the Department of Environmental Health and Safety near the main or designated entrance of the building.





## Responding to EMERGENCIES

# Suspicious Odour

If you detect a suspicious odour:

1. During normal business hours, contact the Department of Environmental Health and Safety at ext. 32999 for assistance.
2. After hours, contact Campus Security and Emergency Services at ext. 36111.
3. Describe the location of the odour and the characteristic of the odour itself.
4. Leave the immediate area and wait for assistance.



## Responding to EMERGENCIES

# 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 or staff at Queen's has an infectious disease, should report their concerns to the 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 of Environmental Health and Safety, who will invoke the procedures outlined in the Infectious Disease Reporting Policy.



# Notes

Property of: