

Get Emergency Ready at Work

Your workplace preparedness guide



INTRODUCTION

It is important to remember that an emergency can take place at any time. This preparedness guide addresses the most common emergency situations, including procedures for fire alarms, medical emergencies, active attackers, suspicious packages, threatening communications, and environmental or physical threats outside of the facility. While this guide could not possibly address every emergency situation that could occur, it aims to provide response procedures that can accommodate various situations, such as those listed above. It does not replace existing emergency plans and procedures, including fire safety plans, but should be considered in conjunction with those documents.

This guide was prepared in cooperation with the City of Toronto Corporate Security, City of Toronto Office of Emergency Management, Toronto Fire Services, Toronto Paramedic Services, and the Toronto Police Service.



Make a Plan



Prepare a Kit



Stay Informed



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YOUR WORK PLACE EMERGENCY KIT

An emergency can happen at any place and time, while you're at home and even when you're at work. If you were required to shelter in place or evacuate from your current location, would you be ready?

When disaster strikes, first responders are often busy with the immediate hazard and its threat to life safety. Planning for times when you're experiencing the impacts of the hazard will give you a greater level of confidence and comfort in a chaotic time. To prepare yourself, you may want to have some supplies handy at work. For example, you could keep a knapsack or an easy-to-carry bag close by with some of these items (making sure you replenish them before expiry dates).

Food

- High energy, no prep/low prep foods (jerky, granola bars)

Clothing

- ☐ Coat, hat, gloves, boots
- ☐ Umbrella
- ☐ Change of clothing (socks, extra sweater)
- ☐ Comfortable walking shoes

Light Source

- ☐ Flashlight
- ☐ Extra batteries
- ☐ Non-battery flashlight (e.g. hand crank, shake, etc.)
- ☐ Glow sticks

Communication

- ☐ Extra mobile charger
- ☐ Signal whistle
- ☐ Pencil and notebook
- ☐ Emergency multi-powered radio (e.g. hand crank, shake, etc.)

Personal Items

- ### Extra medications



Important Papers – most of these you can store on your mobile device

- ☐ Emergency and non-emergency numbers
- ☐ Emergency family contacts: Phone, address and email
- ☐ Contacts at:
 - ☐ Home
 - ☐ Work
 - ☐ School
 - ☐ Day care
- ☐ Current copies of family photos and identification cards
- ☐ Personal medical information such as:
 - ☐ Medical providers
 - ☐ List of medications
 - ☐ Special medical equipment
 - ☐ List of medical conditions
 - ☐ Vaccinations
 - ☐ Blood type
 - ☐ Allergies and sensitivities
 - ☐ Health insurance

Other Items to Consider

- ☐ ATMs might not work during emergencies. Carry extra cash for necessities.
- ☐ Communication modes (cell phones) may not work. Have a designated spot to meet family.

For more information about personal emergency preparedness kits and getting “Emergency Ready” visit www.toronto.ca/oem.

FIRE ALARM PROCEDURES

If you discover fire:

1. Alert others in your immediate area.
2. Leave the fire area, closing all doors behind you.
3. Activate the building alarm system using the nearest fire alarm pull station.
4. Call 911.

Fire alarm systems

Most facilities employ a single-stage fire alarm, with some larger facilities utilizing a two-stage fire alarm system. With a single-stage fire alarm, all building occupants must evacuate upon activation of the fire alarm. With a two-stage fire alarm system, the affected floors would receive an evacuation alarm, while the remainder of the facility will need to prepare to evacuate.

Employee Preparedness

Fire safety plans are unique and specific to every building. Employees should be familiar with the fire safety plan for their work place and be trained in building evacuation procedures. Fire safety plans should be posted in a common area and readily available.

In the event of a single-stage fire alarm system activation:

1. Evacuate immediately if you hear an alarm.
2. Follow the directions of the fire wardens.
3. Do not use the elevators.
4. Evacuate to the pre-determined assembly areas, well away from the building.

In the event of a two-stage fire alarm system activation:

1. If you hear a 1st stage alarm, prepare to evacuate.
2. If you hear a 2nd stage alarm, immediately evacuate using the nearest exit.
3. Listen to the announcements transmitted over the building's public address system.
4. Follow the directions of fire wardens and building security.
5. Evacuate to the pre-determined assembly areas away from the building.
6. Do not use elevators.



MEDICAL EMERGENCIES

In the event of a medical emergency, immediately call 911 for paramedics and advise the emergency medical dispatcher of

- ☐ your name and telephone number
- ☐ the building name and address
- ☐ the floor and the location on the floor where you and the patient are located, and
- ☐ the nature of the emergency and any details available, for example, any hazards present that the first responders should be aware of.

Have someone else take these steps:

- ☐ Retrieve the first aid kit and/or an automatic external defibrillator if available onsite.
- ☐ Update the Emergency Medical Dispatcher on the patient's condition and the exact location of the patient.
- ☐ Greet arriving emergency personnel (paramedics/fire/police) and escort them to the patient's location.

Ensure the scene is safe and provide first aid based on your level of training:

- ☐ Tell patient that help is on the way.
- ☐ Stay with patient until help arrives.



THREATENING COMMUNICATION

THREATENING COMMUNICATION

Threatening communication is any form of communication that is intended to manipulate, control, hurt and/or intimidate in order to cause a change in the target's (victim's) behaviour. Threatening communication can be sent in a number of ways, such as mail, email, social media, telephone, and voicemail. All threats should be treated seriously.

Upon receipt of threatening communication:

- ☐ Immediately contact security.
- ☐ If the communication is deemed to be threatening, you should also report the incident to the Toronto Police Service.

If the communication is received in writing:

- ☐ Limit handling of the letter.
- ☐ Keep the envelope.
- ☐ Do not time stamp or write on the letter.

If the communication is received by email:

- ☐ Do not forward the email to others.

If the communication is received over social media:

- ☐ Take and save screen shots of the threats.
- ☐ Note the date and time of the posts or messages received.
- ☐ Note any other details about the threat that you can perceive (location, device being used, user handle names, etc.).
- ☐ Do not respond or engage with the user.

If the communication is received over the phone or voicemail:

- ☐ Note the date, time, phone number, and name of caller if known.
- ☐ Write down what was said in detail.
- ☐ Do not argue with the caller.
- ☐ Do not transfer the call.
- ☐ Do not make any further calls from the extension that the call was received on.
- ☐ Save any voicemails.
- ☐ Immediately upon completion of the call move to a different phone and report the details of the incident by calling security and police.

Any threats of self-harm or harm to others or the environment should be reported as soon as possible to security and Toronto Police Service.

BOMB THREATS

Bomb threats can be delivered in a number of ways, including over the phone, through email, in writing, etc. Bomb threats are designed to disrupt the normal flow of business by creating an atmosphere of anxiety or panic. While the probability of receiving a warning about where an explosive device has been placed is quite low, it is important that all threats be treated seriously. Evacuations and/or detailed searches do not automatically occur for all bomb threats. The decision on actions taken is specific to each threat.

If you receive a bomb threat by phone, email or mail:

1. Immediately contact security.
2. Do not delete the message and limit handling of written threat.
3. Call 911.

If you receive a threat via phone:

1. Remain calm and ask the caller the following questions:
 - a. What time will the bomb explode?
 - b. Where is it?
 - c. What does it look like?
 - d. Where are you calling from?
 - e. Why did you place the bomb?
 - f. What is your name?
2. Write down as much information as possible, including the time, telephone number, exact words used, identifying characteristics of the caller, etc.
3. Immediately contact the Toronto Police Service at 911.
4. Immediately contact security at.
5. Follow the instructions given by security and the Toronto Police Service.

BOMB THREAT TELEPHONE CHECKLIST

Remain calm – DO NOT HANG UP

Questions to ask

Where is the bomb right now? _____

When is the bomb going to explode? _____

What does the bomb look like? _____

What kind of bomb is it? _____

What will cause the bomb to explode? _____

Who placed the bomb? _____

Why was the bomb placed? _____

When was the bomb placed? _____

Date call was received: _____

Time call was received; _____

Name/position of person receiving call: _____

Your department/division: _____

Location where call was received: _____

Phone number/extension where call was received: _____

Phone number of caller (Call Display): _____

Time call ended: _____

EXACT WORDING OF BOMB THREAT

IF YOU DISCOVER A DEVICE OR SUSPICIOUS OBJECT:

- **DO NOT** touch or move it
- **DO** notify your supervisor or Floor Fire Warden
- **DO** follow the instructions given by Corporate Security
- **DO NOT** assume that it is the only device
- **DO NOT** use cell phones or hand-held radios

SEX OF CALLER

☐ Male ☐ Female ☐ Unknown

AGE OF CALLER

☐ Child ☐ Youth ☐ Adult ☐ Elderly

BOMB THREAT LANGUAGE USED

- ☐ Well spoken
☐ Foul language
☐ Taped message
☐ Abusive
☐ Incoherent
☐ Irrational
☐ Message read by caller
☐ Other

CALLER'S VOICE

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Cracking |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Normal | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Loud | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Crying | <input type="checkbox"/> Laughing |
| <input type="checkbox"/> Stuttering | <input type="checkbox"/> Slow | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Lisp | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Slurred | <input type="checkbox"/> Clearing Throat |

Was caller familiar with the area? Y/N

Familiar (If voice is familiar, who did it sound like?)

BACKGROUND SOUNDS

- | | |
|---|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Static |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Local |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Office noises |
| <input type="checkbox"/> Music | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Aircraft/Airport |
| <input type="checkbox"/> Factory machines | <input type="checkbox"/> Car/Truck noises |
| <input type="checkbox"/> Other | |

SUSPICIOUS PACKAGES

A suspicious package is a package or envelope found or received, normally by mail, courier or delivered in person, which arouses the suspicion of the receiver because of some suspicious indicator or indicators (construction and/or marking characteristics).

It may simply be poorly addressed or wrapped, or it may be a hoax (made to look like a device).

Conversely, it may contain an explosive device, some type of blade, or a chemical or biological agent.

Each type of suspicious package poses separate risks and challenges.

Upon receipt of a package or envelope, the handler should first look for any indicators which may lead them to believe the package contains a threat.

If you locate a suspicious package:

1. **Do not** touch, open, smell, shake or move it.
2. **Do not** carry the package to show others or allow others to examine it.
3. **Do not** use radios or mobile phones in vicinity of a suspicious package.
4. Immediately notify the Toronto Police Service by calling 911.
5. Immediately notify Security.
6. Immediately notify your supervisor/manager and fire warden.
7. Attempt to establish ownership of the package by asking others around if it is theirs, or if anyone saw it get placed there, and if so by who.
8. Check for secondary suspicious packages in the area and egress routes. Once determined egress routes are safe, evacuate the area.
9. Have remaining building employees search their individual areas for suspicious packages.

If you come into contact with a leaked product:

1. Follow steps 1 to 9 above.
2. Isolate yourself and don't let others enter the space you are in.
3. Leave the room or area.
4. Remove all clothing and place in a sealed plastic bag or container.
5. Decontaminate yourself using soap and water.
6. Flush your eyes with lots of water.
7. Change into uncontaminated clothes (clothing stored in drawers or closets is likely to be uncontaminated).
8. Follow directions of Emergency Services or security.
9. Follow directions of Emergency Services or building security staff.

SHELTER IN PLACE, HOLD & SECURE, AND LOCKDOWN

Shelter in place

This response is normally used when an environmental threat is present outside the building and it is not possible or advisable to evacuate the facility. This type of action is normally in response to an air contaminant and strives to keep the air contaminants outside the building and to keep people from unnecessarily putting themselves in medical danger.

Examples of incidents:

- chemical spill or gas leak
- extreme weather

What to do – *if it's safe to*

- ☐ Listen to instructions from emergency responders or building security.
- ☐ Proceed inside the building (if not already inside).
- ☐ Close and secure exterior doors.
- ☐ Close windows.
- ☐ Turn off heating, ventilation, and air conditioning systems.
- ☐ Encourage people to remain inside the building until the threat has passed.

Hold & Secure

This response is used when a serious threat is present outside the facility or in the local neighbourhood. A Hold & Secure involves enacting preventive measures to prevent individuals from leaving the facility and entering into an area of danger, or to prevent the threat from entering the facility.

Examples of incidents:

- a violent crime nearby
- an active shooter in the area

What to do – *if it's safe to*

- ☐ Listen to instructions from emergency responders or building security staff.
- ☐ Proceed inside the building (if not already inside).
- ☐ Close and secure exterior doors.
- ☐ Close windows and blinds.
- ☐ Turn off lights.
- ☐ Keep away from exterior doors and windows.
- ☐ Encourage people to remain inside the building until the threat has passed.

Lockdown

This response is used when the threat is already in the facility and measures need to be enacted to prevent the threat from accessing areas where potential victims are or may be, or to protect individuals from entering areas where the threat may be present.

Examples of incidents:

- a person with a weapon inside the facility
- an active attacker inside the facility

What to do – *if it's safe to*

- ☐ Listen to instructions from emergency responders or building security.
- ☐ Move to a safe area.
- ☐ Close and secure doors and windows.
- ☐ Barricade doors with furniture or wedges if unable to secure them.
- ☐ Turn off lights.
- ☐ Keep away from doors and windows.
- ☐ Silence cell phones.
- ☐ Remain silent.
- ☐ Lie on the floor if gunshots are heard.
- ☐ Call 911 if it is safe to do so and if you have information such as location of attacker.
- ☐ **Do not** open the door for anyone unless you have a plan in place to protect yourself and others from the potential threat. If you open the door, you may be placing others in danger. Police and security staff will announce their entry. If still uncertain, and if safe to do so, you can confirm police presence by calling 911.
- ☐ Remain in the lockdown response until police or security staff release you with a key.

If a fire alarm should sound during a lockdown, you may need to re-assess your situation. If you determine it is too dangerous to remain in lockdown, be aware of your surroundings when evacuating. Have a plan in place and if the threat presents itself, be prepared to defend yourself.



ACTIVE ATTACKER

An active attacker is an individual who is engaged in killing or attempting to kill people in a confined and populated area.

Response actions

When an active attacker is in your vicinity, you must react immediately. It is critically important to prepare yourself, mentally and physically, to deal with the situation.

- Your first reaction should always be to **run**.
- If evacuation is not possible, **hide**.
- If evacuation and hiding out are not possible, or if you are located by the attacker, **defend**.

Below is elaboration on the run, hide, defend sequence.

Run

If there is an accessible escape path, attempt to evacuate the premises. Be sure to

- ☐ Have an escape route and plan in mind.
- ☐ Evacuate regardless of whether others agree to follow.
- ☐ Leave your belongings behind.
- ☐ Prevent individuals from entering an area where the active attacker may be.
- ☐ Keep your hands visible to any emergency response personnel.
- ☐ Call 911 and Corporate Security when safe to do so.

Hide

If evacuation is not possible, find a place to hide where the active attacker is not likely to find you. Ideally, your hiding place should:

- ☐ be out of the active attacker's view
- ☐ be in a room with a lockable door or one that can be secured with furniture or wedges
- ☐ have heavy furniture that you can use to blockade the door
- ☐ have no sources of noise (silence phones, TV, radio, etc.)
- ☐ have large furniture to hide behind (cabinets, desks)
- ☐ window coverings

While hiding, create a plan of action with others in case you are discovered. There is strength in numbers.

in numbers.

Defend

If evacuation or hiding is not possible, as a last resort, you should attempt to disrupt and/or incapacitate the active attacker by:

- ☐ acting as aggressively as possible against them
- ☐ throwing items and improvising weapons
- ☐ shouting
- ☐ committing to your actions

Police Response

When the police arrive:

- ☐ Remain calm and follow instructions.
- ☐ Drop any items in your hands (such as bags, jackets).
- ☐ Raise your hands and spread your fingers.
- ☐ Avoid quick movements towards the officers.
- ☐ Avoid pointing, screaming or yelling.
- ☐ Do not ask questions when evacuating a building.

EMERGENCY CONTACTS

EMERGENCY
POLICE – FIRE – PARAMEDICS
911

NON-EMERGENCY
TORONTO POLICE SERVICE
416-808-2222

(use this space to document your own emergency contacts)

Name

Phone	Notes
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Notes

Make the *Right* Call

211

Information and referral helpline to
community, social, government and
non-emergency health services
211Ontario.ca

311

Information on City services and programs
toronto.ca/311

911

During any emergency where people,
property or the environment are at risk
toronto.ca/emergency

Free to use.

Available in 100+ languages.

ACKNOWLEDGMENTS

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