Emergency Procedures Guide

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Security & Emergency Management

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Emergency Telephone Numbers

Fire

Police

Ambulance

911

Hazardous Material Response	**911**
First Aid	**1.855.282.7770** Local 7770

Non-Emergency Telephone Numbers

	Ambulance	Fire	Police
Abbotsford	604.872.5151	604.853.3566	604.859.5225
Chilliwack	604.872.5151	604-792-8713	604.792.4611
Mission	604.872.5151	604-826-2313	604.826.7161
Hope	604.872.5151	604-869-5671	604.869.7750

Security	1.855.239.7654 Local 7654
Security & Emergency Management (General Inquiries)	604.854.4588 Local 4588
Occupational Health & Safety (General Inquires)	604.854.4534 Local 4534
Facilities	604.854.4542 Local 4542

Building Fire

If you discover a fire or explosion in the building:

- Immediately activate the closest fire pull alarm;
- Stay calm and evacuate in a quick and orderly manner. WALK, DO NOT RUN;
- To help contain the fire, close windows and doors that are near to you on your way out, but ONLY DO SO IF IT IS SAFE;
- Use the stairway to evacuate; DO NOT use the elevator(s);
- If possible, assist anyone having difficulty evacuating. If needed, assist occupants that are unable to evacuate or cannot negotiate the stairs to the nearest designated Area of Refuge;
- Upon exiting the building, proceed to the designated Evacuation Assembly Area;
- DO NOT RE-ENTER THE BUILDING until the Fire Department gives permission to do so. When ok, the "all clear" will be sounded to allow building occupants to re-enter the building.

Earthquake

During the shaking

- **DROP, COVER AND HOLD ON**;
- Stay inside until after the shaking stops
- Stay away from windows, shelves and heavy objects which may fall;
- **DROP** under heavy furniture such as a table, desk or any solid furniture
- **COVER** your head, face and torso to prevent being hit by falling objects;
- **HOLD ON** to the object that you are under so that you remain covered. Be prepared to move with the object until the shaking has finished;
- If you can't get under something strong, or if you are in a hallway, crouch against an interior wall and protect your head and neck with your arms;
- Stay away from an exterior wall, as it is more likely to sustain damage during an earthquake.

After the shaking stops

- Count to 60 to allow debris to finish falling;
- Assess your immediate surroundings for dangers
- Proceed with Evacuation Procedures:
    - WALK, DO NOT RUN;
    - Do not use the elevator(s);
    - If possible, assist anyone having difficulty in getting out, or if needed, help them to a safe area (e.g. Area of Refuge);
    - Upon exiting the building, proceed to the designated Evacuation Assembly Area;
    - DO NOT RE-ENTER THE BUILDING until the Fire Department permission to do so. When ok, the "all clear" will be sounded to allow building occupants to re-enter the building.
- If an aftershock occurs during evacuation and you are still inside the building, repeat DROP, COVER, AND HOLD procedure before resuming evacuation.

Hazardous Material Releases, Spills, Explosions or Fires

Gas Leaks

- DO NOT pull fire alarm as this can cause an explosion.
- DO NOT Call 911 from inside the building; this can cause an explosion.
- If time permits, shut down equipment.
- Stay calm and evacuate in a quick and orderly manner.
- Close doors on your way out, but ONLY DO SO IF IT IS SAFE.
- Upon exiting the building, proceed directly to the designated Evacuation Assembly Area and wait for further instructions.
- Call Security at 1.855.282.7770 (emergency).
- Inform Supervisor or Department Head.
- DO NOT RE-ENTER THE BUILDING until the Fire Department gives permission to do so.

Chemical, Biohazard, or Radiation Spills

Any uncontrolled release of hazardous materials is considered a spill and these procedures must be followed:

- Evacuate immediate area. If able, shut down equipment.
- Isolate area and notify others in the area to prevent re-entry.
- Stay calm and evacuate in a quick and orderly manner.
- Close doors on your way out, but ONLY DO SO IF IT IS SAFE.
- Upon exiting the building, proceed directly to an area that is at a safe distance outside the main entrance of the building and wait for emergency personnel. Provide emergency personnel with information on hazardous materials involved (e.g. Material Safety Data Sheets (MSDS)).
- Call 911
    - State your name.
    - Give the address where the spill is and the nearest intersection.
    - Provide information about the spill:
        - Injuries
        - Chemical Name
        - Quantity
        - Hazards (Information on MSDS)
- Call Security at 1.855.282.7770 (Emergency).
- Inform Supervisor or Department Head.
- DO NOT RE-ENTER THE BUILDING until the Fire Department gives permission to do so.

Bomb Threat

Bomb Threats can be received by telephone, note, letter, email, text message, or in person etc. All bomb threats must be taken seriously and handled as though an explosive is in the building. If you receive a bomb threat, call 911 (Police) immediately, and then Security 1.855.282.7770.

In the event of a bomb threat, UFV's Security & Emergency Management will treat it as a genuine emergency.

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

- Stay calm and speak to the caller with a pleasant tone. Let the caller know you are willing to cooperate by listening to what they have to say. Ask the caller if there is anything you can do to help. DO NOT upset the caller. Keep the caller on the line.
- By indicating your willingness to cooperate, you may be able to keep the caller on the line for a longer duration so that you may be able to ask the following questions:
    - Where is the bomb?
    - When is it going to go off?
    - What kind of bomb is it?
    - What does it look like?

  Permit the caller to say as much as possible without interruption.
- Take notes on everything said and on your observation about background noise, voice characteristics, language, etc.
- If the bomb threat is received via a UFV land line phone, record the phone number and the time which the call was received and notify Security. The call may be able to be traced.
- Call 911 (Police) and Security 1.855.282.7770 as soon as the threatening call has ended. If possible, get a co-worker to call emergency personnel while you continue talking to the caller. The purpose of not disrupting the phone conversation is to assist in identifying or tracing the caller.

When there has been a bomb threat:

- Survey your immediate work area. If you see a package or a foreign object in an unusual place—don't touch it.
- Call 911 (Police) and advise them of the details. You will be advised if evacuation is necessary. Follow instructions given by emergency personnel.
- An explosion of any type must be reported immediately to the Fire Department—call 911.

Shelter-In-Place

Shelter-in-place in a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.
It is essential for the safety of occupants and emergency responders that individuals comply with instructions provided by emergency personnel at all times.

PROCEDURES:

Notification

A notification to occupants to shelter-in-place may be sent by Security, emergency personnel, or from an academic or administrative head. Individuals may receive notification to shelter-in-place through various means.

Upon Alert to Shelter-In-Place:

- If you are in a classroom, room or office, stay there, secure the door and windows and await further instructions (or an escort from emergency personnel);
- If the door does not lock, barricade the door with tables and chairs;
- If you are in a corridor, go into the closest office not already secured and lock or barricade the door and windows;
- Close curtains or blinds where possible;
- Stay away from windows and doors;
- Stay low and quiet;
- Cell phones should be put on quiet or vibrate mode. Do NOT make non-essential calls.
- Follow instructions from emergency personnel only;
- While sheltering-in-place, if the fire alarm is activated, remain where you are and await further instructions from emergency personnel;
- If possible, monitor www.ufv.ca for updates. Media reports may be unreliable;
- For their own safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response.

Actions to Avoid:

- Do NOT open the door once it has been secured until you are officially advised “all clear” or are certain it is emergency response personnel at the door;
- Do NOT use or hide in washrooms;
- Do NOT travel down long corridors;
- Do NOT assemble in large open areas (e.g. cafeterias);
- Do NOT call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response.

Following the Shelter-In-Place:

- Cooperate with emergency personnel to assist in an orderly evacuation;
- Proceed to the designated assembly area if advised;
- The police may require individuals to remain available for questioning following the shelter-in-place;
- University staff may be present as you exit the building to provide additional information.