

Langara College Emergency Procedures

EMERGENCY & MEDICAL ASSISTANCE CONTACTS

For urgent Security or First Aid dial 4444 from any campus phone, use any YELLOW call station, or any Emergency Assistance Tower (see map on page 37).

In a severe life-threatening situation, call 911 (9-911 from a campus phone).

When calling 911 state:

- The nature and exact location of the emergency.
- Your name.
- The name of building and address.
- The nearest entrance and room number.
- Your phone number.

DO NOT HANG UP. Follow the operator's instructions. You may need to stay on the phone until emergency personnel arrives.

Immediately call Security at 4444 and inform them of the details of your 911 call.

Safe Walk: 24 hours / 7 days a week

To request call 604.562.1011

Non-urgent Security help: Local 5270 or 604.562.1011

Health Services: M-F 8:30 am–4:00 pm

Local 5256 Room B101

EVACUATION

Be prepared: Familiarize yourself with the evacuation procedure posted by the elevator on each building floor.

ALARM STATUS

Emergency alarm sounds (bell or bong)

1. **First Stage Warning Alarm (slow beat of the alarm bells; 20 beats per minute)**
 - DO NOT EVACUATE
Note: First stage alarm bells not accessible in Building L, underground parkade, or portables (see map on page 37).
2. **Second Stage General Evacuation Alarm (continuous ringing of the alarm bells)**
 - EVACUATE TO BUILDING EXTERIORS
 - Follow directions provided through the public address system (PAS).

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Preparedness

Please take the time to familiarize yourself with this manual and leave it somewhere accessible. It is here to inform you of the College's plan for handling emergencies and to help you to protect yourself and others at the College.

The better you are prepared, the better you can act to minimize panic or confusion that may occur during an emergency.

Langara College's plan outlines roles and responsibilities for trained members of the College community at both incident and support levels, but any of us may need to take charge if we are the first on the scene.

In an emergency situation, if you are the first staff person on scene, you must be prepared to:

- Take charge.
- Call Police/Fire/Ambulance at 911 (9-911 from a campus phone).
- Call Security at 4444 from a campus phone or from any YELLOW call station.
- Remain at the scene until relieved of responsibility by Security or Senior College Personnel. Senior Personnel from the Facilities department will eventually assume responsibility for incident command and site-level response.

RESPONSE PRIORITIES:

1. Provide for the safety and health of all responders.
2. Save lives.
3. Reduce suffering.
4. Protect public health.
5. Protect infrastructures.
6. Protect property.
7. Protect the environment.
8. Reduce economic and social loss.

No matter what the emergency, stop and think before you act, and then act decisively.

Please visit www.langara.ca/campus-facilities/security/emergency-management/index.html for more information on how you can be better prepared for an emergency situation.

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CAMPUS CLOSURE

The College will post a notice at www.langara.ca and contact major radio and TV stations to make an announcement in the event of a decision by the President or designate to close the College or any parts of it.

REMAIN INFORMED

In the event of a sustained disruption of College services due to an emergency, weather conditions or other circumstances, notices and information updates will be posted to the College's website at www.langara.ca.

The College website is your primary means of staying informed. Broadcast e-mail and voicemail, information hotlines, social media, radio announcements or other forms of communication will be secondary to the website.

Personal Safety Tips

PEDESTRIAN SAFETY

- Know where you are and trust your instincts when walking or driving. Leave if a place or situation does not feel right. Walk purposefully and confidently.
- Avoid shortcuts and isolated areas when walking after dark. Do not walk alone in unfamiliar areas. Travel in groups of three or more if possible.
- Take advantage of evening and late night Safe Walk service offered by Langara College Security. The service is offered 24 hours / 7 days a week. To request Safe Walk, call security at 604.562.1011.
- Avoid undesirable neighbourhoods at any time of the day if possible.
- Familiarize yourself with emergency call locations on Langara campus.
- Do not carry large sums of cash.
- Do not resist an armed robber. Call security immediately at 4444 if on campus; otherwise call police at 911. Try to remember the details of the robber's appearance for an investigation.

VEHICLE SAFETY

- Look inside your vehicle every time before getting in. Check underneath as approaching.
- Never leave your car keys unattended inside the car even for a minute.
- Keep windows up and doors locked for protection, when traveling in your vehicle.
- Do not leave your belongings visible in your car, take them with you or lock inside the trunk.
- Park your car in a busy area or near your colleagues/classmates.
- Never look for your keys when standing next to your vehicle; have them ready in your hand.
- Do not stop to help occupants of disabled vehicles. Continue driving and call assistance for them instead.
- When your vehicle breaks down, remain locked in your car and ask them to phone for assistance if someone stops and offers help.

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OFFICE SAFETY

- Do not walk away leaving your office door unlocked. It takes a thief a few seconds to steal your property.
- Do not leave messages on your door stating your time of return.
- Do not put address on your key ring, leave keys in hiding places, unattended or with unauthorized personnel.
- Do not let a stranger into your office for any reason. If they need to phone for an assistance/emergency, offer to do it for them.
- If you encounter a stranger in your office, project calmness and confidence. Challenge persons only when you can do so safely and never alone. Call campus security at 4444 immediately.
- Keep office doors locked when working alone or after hours. Remain vigilant when leaving the office/building. Use Safe Walk service as needed by calling 604.562.1011.

ELEVATOR SAFETY

- Look inside an elevator before entering; do not enter if a person inside makes you feel uncomfortable.
- If a suspicious person enters, exit before the door closes.
- When you are in the elevator, stand beside the control panel. All elevators have an emergency button or phone to call for help.

Suspicious Activity

GENERAL TIPS

- Remain calm.
- Contact College Security at 4444.
- Know your location and time of the incident.
- Describe the person(s) involved as detailed as possible:
 - Gender;
 - Height and weight;
 - Hair and eye colour;
 - Complexion;
 - Glasses or sunglasses;
 - Tattoos, scars, markings; and
 - Clothing.
- Report the person(s) location or direction of travel and method of transportation.
- Describe vehicle(s) involved as detailed as possible:
 - Colour;
 - Make and year;
 - Model;
 - Body style;
 - Damage, rust or markings; and
 - Licence plate number.
- Do not let unauthorized person(s) into the building/office.
- Do not confront the person(s) or block exits.

If you encounter any of these types of activities/ behaviours listed below on the College premises please contact Security at 4444 immediately:

- A person running or leaving quickly and looking about stealthily as if he/she were being watched or chased.
- An unauthorized person hauling property such as a TV, office equipment, lab equipment, or a locked bike, at an unusual time or location.
- A person going door-to-door in campus buildings. This person may be looking for an opportunity to steal unattended property from unsecured offices, classrooms or labs.
- Anyone forcing their way into a locked vehicle, pulling on multiple car door handles, or forcing their way into an office/classroom/lab or restricted area.
- Business transactions being held at a vehicle indicating an illegal drug or stolen property sale.
- Occupant(s) sitting in a parked vehicle checking out the area. Car or person(s) repeatedly circling the area. These persons may be lookouts for a crime in progress (burglary, robbery, etc.) or be plotting a crime.
- Someone being forced into a vehicle. This may indicate kidnapping. It is essential that you note the car's license plate, its model and persons involved.
- A person showing unusual mental or physical symptoms. This person may be injured in need of medical or psychiatric help or under the influence of illegal drugs/medications.
- Strange noises such as gunshots, yelling or fighting sounds.

Evacuation

BE PREPARED

Familiarize yourself with the evacuation procedure posted by the elevator on each building floor.

ALARM STATUS

Usually an emergency alarm sounds (bell or bong which may be followed by a public address system (PAS) announcement with information about the evacuation.)

1. First Stage Warning Alarm (Slow beat of the alarm bells; 20 beats per minute).
 - DO NOT EVACUATE.
Note: First stage alarm bells not accessible in Building L, the underground parking, and portables (see map on page 37).
2. Second Stage General Evacuation Alarm (Continuous ringing of the alarm bells).
 - EVACUATE TO BUILDING EXTERIORS.
 - Follow directions provided through the public address system (PAS).

SAFE ASSEMBLY AREAS (AA)

(see map on page 37)

In the event of an emergency evacuation, individuals should proceed calmly to the designated Safe Assembly Areas (AAs). Please refer to the map on page 37 to see the AAs.

- AA1: Buildings A, C, G, S, and T.
- AA2: Building L, including underground parking, and portables (M1, M2, M3).
- AA3: Building B.
- AA4: For daycare facility only.

Any building, any combination of buildings, or all buildings - may be evacuated during an incident.

ALL CLEAR

- Exterior klaxon horns or by Security or Senior College Personnel.
- BUILDING RE-ENTRY PERMITTED.

FULL EVACUATION PROCEDURE

- Gather all your personal belongings in the immediate area. Limit yourself to only important and necessary items to speed up the evacuation.
- Shut all doors and proceed along corridors and in stairways in a quiet, orderly manner.
- Emergency lighting in exits & stairways will come on for 30 minutes.
- In the absence of lighting, use the wall to guide you to the nearest exit.
- Follow the instructions of Security or Senior College Personnel or designate and proceed in an orderly fashion to the nearest stairwell or exit.
- If Security or a Senior College Personnel is not present, proceed into the nearest safe stairwell and/or exit out of the building to the assembly area (see map on page 37).
- **DO NOT USE THE ELEVATORS.**
- Do not go back into the building for any reason until the “all clear” system is sounded, or as instructed by security or Vancouver Fire and Rescue personnel.

PARTIAL EVACUATION PROCEDURE

Partial evacuation notifications will usually occur through the public address system (PAS).

Security or Senior College Personnel will provide verbal notification to occupants in the area that a **PARTIAL** evacuation is in progress.

- Gather personal belongings.
- Follow the instructions of Security or Senior College Personnel and proceed in an orderly fashion to the nearest stairwell or exit.
- Elevators may be used if directed by Security or Senior College Personnel.
- Proceed to the designated assembly area.

NO SAFE EXIT

Follow Emergency Shelter-in-Place Procedures on page 14.

Evacuation of Persons with Disabilities

Each member of the College community is encouraged to assist in the safe evacuation of persons with disabilities.

Always ask a person with a disability how he or she can be best assisted or moved before attempting any rescue or giving assistance as well as whether there are any special considerations or items that need to come with the person.

ALL EMERGENCIES

Be prepared:

- If you are a person with a disability and know you will require assistance in case of an emergency, make arrangements in advance. This could include having a classmate or colleague to help you evacuate.
- If the situation is life threatening, call 911, state the type of emergency and request assistance.
- Immediately call Security at 4444 and inform them of the details of your 911 call.
- In an evacuation, do not use elevators, unless authorized to do so by police or fire personnel. Elevators can fail during a fire or a major earthquake.
- Let Security or Senior College Personnel know if an Assistance Monitor is required.

DEAFNESS OR HEARING LOSS

- Get the attention of a person with a hearing disability by touch or eye contact.
- Clearly state the problem. Write a brief statement if the person does not seem to understand gestures.
- Offer visual instructions regarding the safest route or direction by pointing toward exits or evacuation maps.

MOBILITY IMPAIRMENT

- Clear exit route of debris (if possible) so the person with a disability can move out or to a safer area.
- If an individual with mobility impairment cannot exit, assist him or her to a safer area (a stairwell or an office some distance from the hazard, with a door that closes).
- At the assembly area notify assembly area coordinator or security/police or fire personnel immediately about any people remaining in the building and their locations.
- Police or fire personnel will decide whether people are safe at present location and will evacuate them as necessary.
- If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate using a safe carry technique.

VISUAL IMPAIRMENT

- Offer to lead individuals out of building to safety.
- Give verbal instructions about the safest route or direction using compass directions, estimated distances and directional terms.
- Do not grasp a visually impaired person's arm; instead, ask if he/she would like to hold onto your arm for a safer exit.
- Give other verbal instructions or information (e.g., elevators cannot be used).

Public Address System (PAS)

Langara College Public Address System (PAS) is a notification system used for an emergency response. In case of a major emergency on or near campus, please follow the direction provided by the PAS and campus officials.

The College is equipped with two PAS systems:

- Interior ceiling speakers connected to the fire alarm system.
- Exterior speakers build inside the ten Emergency Assistance towers located around campus .

EMERGENCY ASSISTANCE TOWERS

Each Emergency Assistance tower has six sophisticated speakers employing a full 360-degree array to deliver maximum audio clarity and range for public emergency announcements and an emergency call panel.

Emergency Calls from the Emergency Assistance Towers

- Make an emergency call by pushing the RED button located on the emergency call panel of any Emergency Assistance tower. All emergency calls are directed to the security personnel on duty.
- Each tower has its own address with corresponding identification number so you can be easily located. Be familiar with the locations of the Emergency Assistance towers (see map on page 37).

Shelter-in-Place

The Shelter-in-Place is a practice of finding and/or remaining in a safe place during an emergency. A warning will be announced by the public address system (PAS) and Security or Senior College Personnel.

Security or Senior College Personnel will notify occupants of the emergency Shelter-in-Place warning if appropriate.

Some examples of when this may be used are if there is an earthquake, an armed intruder or if chemical, biological or radiological contaminants have been released into the environment.

- Follow all instructions from Security or Senior College Personnel.
- Move out of the hallways and into classrooms or offices.
- Close classroom and other doors.
- Close windows and window treatments.
- If odour is strong, seal the base of the door with wet towels. Breathe through a damp towel to filter air.
- Cover the door glass.
- Turn off lights and electronic equipment.
- Crouch down in areas that are out of sight from doors and windows.
- Remain quiet.
- Do not hide in washrooms.
- Do not enter hallways.
- Should the second stage fire alarm sound, evacuate the building unless:
 - You are instructed NOT to do so by Security or Senior College Personnel or police.
 - You are in imminent danger by leaving your area.

Medical Emergency

If life threatening, call 911 (9-911 from a campus phone) immediately. Inform campus Security at 4444 about your 911 call:

- If non-life threatening, call Campus Security or First Aid at 4444 and check the scene for any danger or hazards like exposed electrical wire, broken glass, or chemicals before providing aid.
- If properly trained to do so, administer basic life support (CPR or first aid); otherwise, wait for trained assistance.
- Do not move the victim(s) unless they are in immediate danger if not moved. Keep your communication with ill or injured to a minimum.
- Do not jeopardize your health or the health of the victim.
- Remain to assist the investigating officer with relevant information about the incident after the person's immediate needs have been taken care of.

Fire

Be prepared: Familiarize yourself with fire extinguisher locations, fire alarm pull station locations, and evacuation routes by viewing the map located by the elevator on each building floor.

If you discover a fire

- Manually activate the fire alarm system at a fire alarm pull station, located near exits.
- Determine if it is safe for you to attempt to extinguish the fire (see fire extinguisher instructions below).
- Immediately exit the building using the stairs, with the last person closing doors behind you.
- Do not use elevators.
- Call Security at 4444, provide details about the fire and request assistance.

FIRE EXTINGUISHERS

If it is safe to do so, you may fight small, contained fires with a fire extinguisher found in marked locations throughout the campus.

Fire extinguisher instructions:

Pull safety pin from handle

Aim at base of fire

Squeeze the trigger handle

Sweep from side to side at base of fire

If a fire alarm sounds (bell or bong)

ALARM STATUS:

Emergency alarm sounds (bell or bong)

1. First Stage Warning Alarm (slow beat of the alarm bells; 20 beats per minute).
 - DO NOT EVACUATE
Note: First stage alarm bells not accessible in Building L, underground parkade, or portables (see map on page 37).
2. Second Stage General Evacuation Alarm (continuous ringing of the alarm bells)
 - EVACUATE TO BUILDING EXTERIORS.
 - Follow instructions from Security or Senior College Personnel.
 - Walk to the nearest exit closing doors between you and the fire.
 - Assist people who have special needs.
 - Inform the Security or Senior College Personnel or fire department personnel if you suspect someone is trapped inside the building.
 - Gather at designated assembly area (see map on page 37).
 - Do not attempt to re-enter the building until instructed to do so by the fire department personnel, or Security or Senior College Personnel.

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If trapped in a room

- Call 911 (9-911 from a campus phone).
- Wet cloth and place around or under the door to prevent smoke from entering the room.
- Close as many doors as possible between you and the fire.
- Be prepared to signal to someone outside.

If caught in smoke

- Drop to hands and knees and crawl toward exit.
- Stay low, as smoke will rise to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through nose, and use a filter such as a shirt or towel.

If forced to advance through flames

- Hold your breath.
- Move quickly.
- Cover your head and hair.
- Keep your head down and your eyes closed as much as possible.

Hazardous Spill Response

MAJOR SPILL

In the event of a hazardous spill which involves the release of any substance that poses an immediate risk to health, safety, uncontrolled fire, or explosion:

- Notify lab personnel and nearby staff of the accident.
- Evacuate the building by activating the nearest fire alarm pull station located near exits and follow fire safety procedures.
- Call 911 (9-911 from a campus phone), state the type of emergency and request assistance. Give details of the accident: location, types of hazardous materials involved and whether there is a personal injury.
- Then call Security at 4444 and provide the following information:
 - Who you are.
 - Exact location - building, floor, room number.
 - Details of the situation.
 - What course of action you intend to take.
 - Your contact information.

If the accident involves personal injury or chemical contamination, follow the above steps as appropriate if it is safe to do so, at the same time:

- Move the victim from the immediate area of fire, explosion, or spill (if this can be done without further injury to the victim or you).
- Locate nearest emergency eyewash or safety shower. Remove any contaminated clothing from the victim and flush all areas of the body contacted by chemicals with copious amounts of cool or cold water for 15 minutes.
- Administer first aid as appropriate and seek medical attention.

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MINOR SPILL

In the event of a spill involving the release of a type or quantity of a chemical which does not pose an immediate risk to health and does not involve chemical contamination to the body:

- Notify lab personnel and nearby staff of the accident.
- Call Security at 4444 and provide your name, contact information, details of situation, exact location, and course of action you plan to take.
- Isolate the area. Close lab doors and evacuate the immediate area if necessary.
- Remove ignition sources and unplug nearby electrical equipment.
- Establish exhaust ventilation. Vent vapours to outside of building only (open windows and turn on fume hoods).
- Locate spill kit.
- Choose appropriate personal protective equipment (goggles, face shield, impervious gloves, lab coat, apron, etc.).

Note: All lab personnel **MUST** be properly fit tested before using a respirator.

- Confine and contain spill. Cover with appropriate absorbent material. Acid and base spills should be neutralized prior to cleanup. Sweep solid material into a plastic dust pan and place in a sealed 5-gallon container.
- Wet mop spill area. Be sure to decontaminate broom, dustpan, etc.
- Put all contaminated items (gloves, clothing, etc.) into a sealed 5-gallon container or plastic bag.

Call Security at 4444 if the spill is:

- Greater than 4-litres;
- Very toxic;
- Poses a fire hazard and/or;
- If you need assistance.

Utility Failure

In case of a major utility failure (i.e. power outage, natural gas leak, etc.) in a building on the campus:

- Remain calm; make yourself safe.
- Notify the Facilities Department or Campus Security of the utility failure; state the type, location, and time of the failure.
- Follow instructions provided by Security or Senior College Personnel.
- If evacuation of a building is required:
 - Seek out people with disabilities and provide assistance (see Evacuation with Persons of Disabilities, page 12).
 - DO NOT USE ELEVATORS.
 - In areas with poor natural lighting, evacuate promptly.
 - Proceed to the nearest assembly area for instructions (see map on page 37).
 - Do not re-enter the building until Security or Senior College Personnel provides 'all clear'.

POWER OUTAGE

- Do not use candles or other types of open flame for lighting.
- Turn off all electrical equipment including computers and turn off light switches.
- If the power has not been restored after 10 minutes, you must evacuate while the emergency lighting is still working.
- Emergency lighting for exit pathways will function for 15 to 30 minutes following a power outage.
- Laboratory and kitchen personnel should:
 - Shut down equipment.
 - Secure all material and unplug electrical equipment before evacuating.
- Individuals with disabilities:
 - If an outage occurs during the day and an individual with a disability chooses to wait in the building for electricity to be restored, assist them to a window with natural light that is also near a working telephone.
 - Should an individual choose to remain in the building, call Security at 4444 or tell the Security or Senior College Personnel.

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NATURAL GAS LEAK

- If you register rotten egg like smell in the air of the building, leave the area and notify Campus Security immediately by calling 4444.
- Do not turn on/off lights or any electrical equipment.
- Do not use telephones in the area, including cellphones. Remember, an electrical discharge can trigger an explosion.

PEOPLE TRAPPED IN AN ELEVATOR

- Use the emergency intercom to call for help.
- If you are outside of an elevator, call Security at 4444 to alert them of the situation:
 - Tell passengers to stay calm and that help is coming.
 - If it is safe to stay in the building, stay near passengers until Campus Security, police or other assistance arrives.

Explosion

In the event of an explosion in a building, employees should take the following actions:

- Immediately take cover under tables, desks, or anything else that provides protection against flying glass and debris.
- After the immediate effects of the explosion have subsided, call 9-911 from a campus phone, state the type of emergency and request assistance, then call Security at 4444.
- If necessary, activate the building fire alarm system with a pull station, located near exits.
- Evacuate the immediate area of the explosion following Langara's evacuation procedures (see page 10).
- Seek out and assist injured and disabled persons in evacuating the building. Exit via the stairway. Do not use the elevator.
- Once outside move at least 50 meters away from the building and proceed to the designated assembly area for evacuation. Keep roadways and walkways clear for emergency vehicles (see map on page 37).
- Wait for instructions from emergency personnel.
- Do not re-enter the building until instructed to do so.

Bomb Threat

Bomb threats are serious. Explosions themselves or an incorrect response to a bomb threat could result in panic, injury, or death as well as disruption to operations through forced shut downs or damage to property.

TYPES OF BOMB THREATS

Hoax:

- A call is received. A search is completed. Nothing is found.

Suspicious package:

- A call is received. A search is undertaken. A suspicious package is found. An evacuation is ordered. The package is later determined to be safe.

Explosive device:

- A call is received. A search is undertaken. An explosive device is found. An evacuation is ordered.

PROCEDURES

Threat by telephone:

- Do not hang up. Remain calm.
- Take the caller seriously. Assume the threat is real.
- If you have a digital phone with call display, look for the originating number.
- Ask questions using the checklist on the next page.
- Do not use cell phone, two-way radio, or any wireless communication device, as these may act as a detonator.
- Have a co-worker call Security at 4444 on another line, or call 4444 yourself immediately after hanging up. Provide the following information:
 - Who you are.
 - Contact Information.
 - Exact location of incident or threat - building, floor, room number.
 - Information obtained via the checklist on the next page.
 - Await the arrival of Security personnel and follow all instructions.

Threat by e-mail or electronic communication

- Call Security at 4444 and provide the following information:
 - Who you are.
 - Contact Information.
 - Exact location of incident or threat - building, floor, room number.
 - Information about the threat.
 - Await the arrival of Security personnel and follow all instructions.

Telephone Bomb Threat Checklist

When is the bomb going to explode?

Where is it right now?

What does it look like?

What kind of bomb is it?

What will cause it to explode?

Did you place the bomb? Why?

What is your name?

Where are you?

Exact Wording of threat:

CALLER'S VOICE

(Check box below)

- | | |
|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Normal |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Clear throat |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Breathy | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Nasal | <input type="checkbox"/> Crackly |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Lisp | <input type="checkbox"/> Accented |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Familiar | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Disguised |

Telephone Bomb Threat Checklist (continued)

Name of caller (if known):

Number from which call originated:

Gender (Check box below):

Male Female Not sure

Culture/Ethnicity/Race (if known):

Age (Check box below):

Young Middle Older

Name of recipient of call:

Number at which call was received:

Time:

Date:

Additional comments:

BACKGROUND SOUNDS

(Check box below)

- | | |
|--------------------------------------|------------------------------------|
| <input type="checkbox"/> Street | <input type="checkbox"/> Motor |
| <input type="checkbox"/> PA system | <input type="checkbox"/> Animals |
| <input type="checkbox"/> Office | <input type="checkbox"/> Household |
| <input type="checkbox"/> Static | <input type="checkbox"/> Factory |
| <input type="checkbox"/> Voice | <input type="checkbox"/> Music |
| <input type="checkbox"/> TV | |
| <input type="checkbox"/> Other _____ | |

CALL TYPE

(Check box below)

- | | |
|--|------------------------------------|
| <input type="checkbox"/> Cell | <input type="checkbox"/> Land line |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Local |
| <input type="checkbox"/> Long distance | |
| <input type="checkbox"/> Other _____ | |

BEHAVIOUR/TYPE OF LANGUAGE

(Check box below)

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Polite | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Recorded |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Insulting |
| <input type="checkbox"/> Read out | <input type="checkbox"/> Well-spoken |
| <input type="checkbox"/> Other _____ | |

Suspicious Mail and Packages

RECEIVED SUSPICIOUS OBJECTS

If you have received a package that contains, or you suspect may contain, a suspicious object:

- Do not disturb the item.
- Do not pass it around.
- If unopened, do not open.
- Immediately call Security at 4444.
Provide the following information:
 - Who you are.
 - Exact location of incident or threat - building, floor, room number.
 - Number of people in the area.
 - Description of the package and object (if known).
- Leave the package in place and move far away from the immediate area.
- Await the arrival of Security personnel.

POTENTIALLY HAZARDOUS SUBSTANCES

If you have received a package that you suspect may contain a hazardous substance and have not opened it:

- Place item(s) individually in a plastic bag and seal it.
- Place all items in a second plastic bag and seal that bag.
- Stay in your office or immediate work area.
- Prevent others from entering or leaving the area and potentially becoming contaminated or spreading a potential contaminant.
- Call for help. This may be your supervisor or Security at 4444 depending on your situation.
Provide the following information:
 - Who you are.
 - Contact information.
 - Exact location of incident or threat - building, floor, room number.
 - Number of people in the area.
 - Description of the package.
 - Action taken (e.g. package sealed in bags, area isolated, etc.).
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
- If possible (without leaving your work area) wash your hands.
- Await the arrival of Security personnel.

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RECEIVED AND OPENED SUSPICIOUS OBJECTS

If you have received and opened a package containing a potentially hazardous substance:

- Do not disturb the item any further.
- Do not pass it around.
- If any material has spilt from the item, do not try to clean it up, or brush it from your clothing.
- If possible place an object over the package without disturbing it (e.g. a large waste bin).
- Stay in your office or immediate work area.
- Prevent others from entering or leaving the area and potentially becoming contaminated or spreading a potential contaminant.
- Immediately call Security at 4444 and provide the following information:
 - Who you are.
 - Exact location of incident or threat - building, floor, room number.
 - Number of people potentially exposed.
 - Description of the package/substance.
 - Action taken (e.g. package under wastebin, area isolated etc.).
 - Whether there is a ventilation system servicing the area.
- Keep your hands away from your face to avoid contaminating your eyes, nose and mouth and if possible (without leaving your work area) wash your hands.
- Turn off any fans or equipment that circulates air around your workplace.
- Await the arrival of Security personnel.

Severe Weather

Severe weather conditions can occur suddenly or be predicted ahead of time. Severe weather likely to occur in this area includes accumulations of snow and ice, heavy rains, and high winds.

CAMPUS CLOSURE

A decision to close the College, a single location or any part of the College may result from any number of hazards – most commonly severe weather conditions. The decision to close or discontinue normal campus operations is made by the President or designate in consultation with other administrators.

In the event of a closure, the College will post a notice on the College homepage at www.langara.ca and contact major radio and TV stations to make an announcement.

If a decision is made for an unplanned closure of the College, or any part of the College, during scheduled working hours, the President's Office notifies the Vice-Presidents, Deans, Directors and Associate Deans who are responsible for advising the supervisors in their respective areas.

PERSONAL SAFETY

Snow and Ice

To the greatest extent possible, walk only on paths that have been cleared or sanded. Wear appropriate footwear. Stay clear of sagging or downed power lines. Heavy snow and ice may cause tree limbs to fall; avoid areas with the heaviest concentration of trees. Exercise extreme caution when driving.

Heavy Rains and Flooding

In the case of extensive roof or window leaks or imminent flooding of ground areas, unplug electrical devices and secure all equipment by moving or covering it (see Flooding section on page 29).

High Winds

If possible, remain inside the building, away from windows. When outside, avoid areas with the heaviest concentration of trees. Stay clear of sagging or downed power lines.

REPORTING HAZARDS

Emergency situations that require immediate action and other hazardous conditions that pose a danger to individuals or campus property should be reported to Security at 4444.

Securing Records and Equipment

Power outages may occur as a result of severe weather conditions. Equipment and office and laboratory materials could be damaged by flooding or conditions occurring as a result of broken windows or other damage to a building. Take appropriate action to secure vital records, equipment, and chemicals.

Flooding

MAJOR IMMINENT FLOODING

- Call Security at 4444 and provide the following information:
 - Who you are.
 - Contact Information.
 - Exact location of flood - building, floor, room number.
 - Information about the situation.
- Secure vital equipment, records, and chemicals (move to higher, safer ground).
- Shut off all electrical equipment.
- Secure all laboratory experiments, educational aids, demonstration equipment.
- Wait for instructions from Security or Senior College Personnel.
- Do not return to your building unless you have been instructed to do so by Security, Senior College Personnel, or Facilities personnel.

MINOR IMMINENT FLOODING

- Minor or area flooding of the campus is a more likely scenario. This could be the result of major, multiple rainstorms, or a water-main break.
- In the case of imminent minor, weather-related flooding, Langara College will monitor the local weather service and other emergency advisories to determine necessary action such as evacuation of areas and cancellation of classes.
- In case of water-main failure, affected areas of the campus may require immediate evacuation.

EVACUATION

- If advised to evacuate, do so immediately. Help anyone who needs assistance .
- Follow instructions from the Security or Senior College Personnel.
- Follow recommended evacuation routes – shortcuts may be blocked.
- If you are in a car and it stalls in a flooded area, abandon it immediately and climb to higher ground. Many deaths have occurred from attempts to move stalled vehicles.
- If walking, climb to high ground and stay there.
- Avoid walking through flood waters. If it is moving swiftly, even water six inches deep can sweep you off your feet.

AFTER A FLOOD

- Flood dangers do not end when the water begins to recede.
- Listen to the radio or television, and do not return to the area until authorities indicate it is safe to do so.
- Stay out of buildings if flood waters remain around the building.
- Water may be contaminated by sewage, waste or chemicals.

Earthquake

The biggest dangers during an earthquake stem from:

- Falling objects (pictures, items in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets, and bookshelves).
- Swinging doors and broken windows.
- Fires (from broken natural gas lines or electrical short circuits).

IF YOU ARE INSIDE A BUILDING DURING AN EARTHQUAKE

- Stay inside.
- Take cover underneath a desk or table or against an inside wall, protecting your head and neck.
- Stay away from windows where glass can shatter and objects could fall on you.
- Do not use elevators.

IF YOU ARE OUTDOORS DURING AN EARTHQUAKE

- Stay in an open area away from trees, buildings, walls, and power lines. Do not enter the building.
- Drop to your knees and get into a fetal position, close your eyes and cross your arms over the back of your neck for protection.
- Stay in a fetal position until the shaking stops.
- In a moving vehicle, stop quickly and stay in the vehicle. Once the shaking has stopped, proceed with caution.
- Avoid bridges or ramps that may have been damaged by the quake.

AFTER SHAKING STOPS

- Be prepared to evacuate if instructed to do so. The decision to evacuate the campus will be based on the severity of the earthquake and the damage to the buildings.
- Do not use regular or cellular phones except to report serious injuries.
- If personnel are instructed to evacuate, follow the College's evacuation procedures (see page 10).
- Assist in the building evacuation of people with disabilities (see page 12).
- Security or Senior College Personnel will provide instructions for immediate action by means of door-to-door alert, police-vehicle loud speakers, fire alarms, and bull-horns.
- Do not enter any building that is deemed to be or appears unsafe.
- Leave the area if you smell gas or fumes from other chemicals.
- Be prepared for aftershocks.
- Help injured or trapped people. If able, give first aid where appropriate.
- Do not move the seriously injured unless they are in immediate danger of further injury.
- Call Security at 4444 for help.

Civil Disturbances

Civil disturbances include riots, property damage, threatening individuals, or assemblies that have become significantly disruptive.

Demonstrations are visible actions designed to advocate a position on a particular issue. Most are peaceful and only occasionally problematic when they obstruct College business. Langara College Security will attempt to monitor demonstrations that have a potential for violence, property damage, or disruption.

OCCUPANTS

- Avoid provoking or obstructing demonstrators.
- Secure your area (lock doors and safes; remove files, vital records, and secure expensive equipment).
- Avoid area of disturbance.
- Continue with normal routines as much as possible.
- If the disturbance is outside, stay away from doors or windows. Stay inside.
- If security personnel are not already present, call Security at 4444 to alert them to the situation.

Armed Intruder

When intruder(s) are actively discharging firearms on the campus, there is little or no time to react. Until police arrive to take immediate action to end the danger, take the steps below to help keep you safe:

OCCUPANTS DISTANT FROM INTRUDER

If you are distant from the intruder and able to exit the building:

- If you are able to do so without putting yourself in danger, exit the building immediately.
- Leave your belongings, collecting them will slow you down.
- Tell anyone you encounter to exit the building immediately.
- DO NOT USE ELEVATORS. Know where you are and the locations of all possible exits (i.e. stairwells, doors, and/or windows).
- Follow all instructions from Security or Senior College Personnel.

Continued on next page >

If police units have arrived on scene:

- Do not panic, scream or yell.
- Move toward any police vehicle when safe to do so.
- Keep your hands elevated with open palms visible.
- Do not carry anything in your hands as these may be mistaken as weapons.
- Do exactly and immediately what the police tell you to do.
- Do not leave the area entirely. You may have information that responding police officers will need.
- Once in a safe place, stay where you are.

If police are not on scene:

- Do not panic, scream or yell.
- Find a safely covered area (not a parking lot) or move to a safe building evacuation zone (see map on page 37).
- Keep your hands elevated with open palms visible.
- Do not carry anything in your hands, items may be mistaken for weapons.
- If able to do so, call 911 (9-911 from a campus phone), state the type of emergency and request assistance.
- Immediately call Security at 4444 to inform them of the details of your 911 call.
- Wait for the police to arrive.

Provide police and Security with the following information:

- Your name and contact information.
- Location of the incident (be as specific as possible).
- Number of intruders (if known).
- Identification of the intruder (if known).
- Description of the intruder (if known).
- Number of persons who may be involved.
- Your location.

SHELTER-IN-PLACE

If you are in close proximity to intruder and unable to safely exit the building:

- Go to the nearest room or office; do not hide in washrooms; stay out of hallways.
- Close and lock or barricade the door. If there is a glass window in the door, cover it over.
- Remain quiet and act as if nobody is in the room.
- Silence all electronic devices.
- Remain out of sight of the door(s) and/or window(s).
- If in a group of people, spread out throughout the room and take cover.
- Plan with others what you will do as a team should the intruder enter your room.
- Do not leave a place of safety. Do NOT answer the door.
- Follow all instructions from Security or Senior College Personnel.
- If able to do so, call 9-911, state the type of emergency and request assistance.
- Immediately call Security at 4444 to inform them of the details of your 911 call.

- Should the fire alarm sound do **NOT** evacuate the building unless:
 - You have been instructed to do so by Security or Senior College Personnel.
 - You have been advised by police/security to evacuate.

OCCUPANTS IN CLASSROOMS OR OFFICES

- If you are a distance away from the intruder, attempt to exit through the window (ground floor only). Move to a safe exterior place with your hands on your head.
- If the windows don't open, or you cannot break them, or you are not on a ground floor: Get out of sight from the door. Stay low and quiet.

Occupants in hallways or corridors

- Get out of the hallways.
- Unless you're very close to an exit, do **NOT** run down long halls to get to an exit.
- Go into a room that is not already secured and secure it. Do **NOT** hide in washrooms.

OCCUPANTS IN LARGE ROOMS OR AUDITORIUMS

If in a theatre or other large room and the intruder(s) are not present:

- Move to and out the external exits.
- Move toward any police. Keep your hands on your head.
- Follow police instructions.

OCCUPANTS TRAPPED WITH INTRUDER

If you are trapped with the intruder:

- Don't do anything to provoke him/her.
- Try to keep your emotions under control so you can think
- As a last resort, when your life is in imminent danger, attempt to disrupt and/or incapacitate the intruder by acting as aggressively as possible against him/her.
- Throw items and improvise weapons. Commit totally to your actions.
- When and where possible help others
 - Keep others away from the danger area
 - Aid the injured (i.e. first aid)
 - Help others to stay calm

Threatening and Violent Behaviour

Threats may be indirect expressions of frustration or anger directed toward a person/office or direct statements of intent to harm. These situations are complex, and individuals are not expected to assess whether the threat is serious and might actually lead to harm. Take seriously any behaviours or words implying a threat and consult appropriate people.

STEPS TO FOLLOW

If the threat is immediate, leave the situation if possible and call Security at 4444, state the type of emergency and request assistance. If threats or behaviours indicate possible danger, personal safety is the top priority.

ANGRY OR HOSTILE INDIVIDUALS

- Stay calm. Listen attentively. Maintain eye contact.
- Be courteous. Be patient. Be respectful.
- Keep the situation in your control.
- Keep arms length distance.

VERBAL THREATS

- Signal a co-worker or supervisor, that you need help (have a prearranged code or alarm system).
- Do not make any calls yourself. Have someone call Security at 4444 and provide the following information:
 - Who you are;
 - Contact Information; and
 - Exact location of threat - building, floor, room number.

THREATS WITH A WEAPON

- Stay calm.
- Maintain eye contact.
- Stall for time. Keep talking — but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others. Never try to grab the weapon.
- Watch for a possible chance to escape to a safe area.

POST-INCIDENT

If the threat is serious and could endanger a member of the College community:

- Call 911 (9-911 from a campus phone).
- Immediately call Security at 4444 and inform Security of the details of your 911 call.
- Advise your supervisor, manager or department head of the incident.
- If the incident involves an employee, call human resources.
- If the incident involves a student, call the Dean of Student Services (local 5435) and/or the Manager, Safety & Security (local 4444).

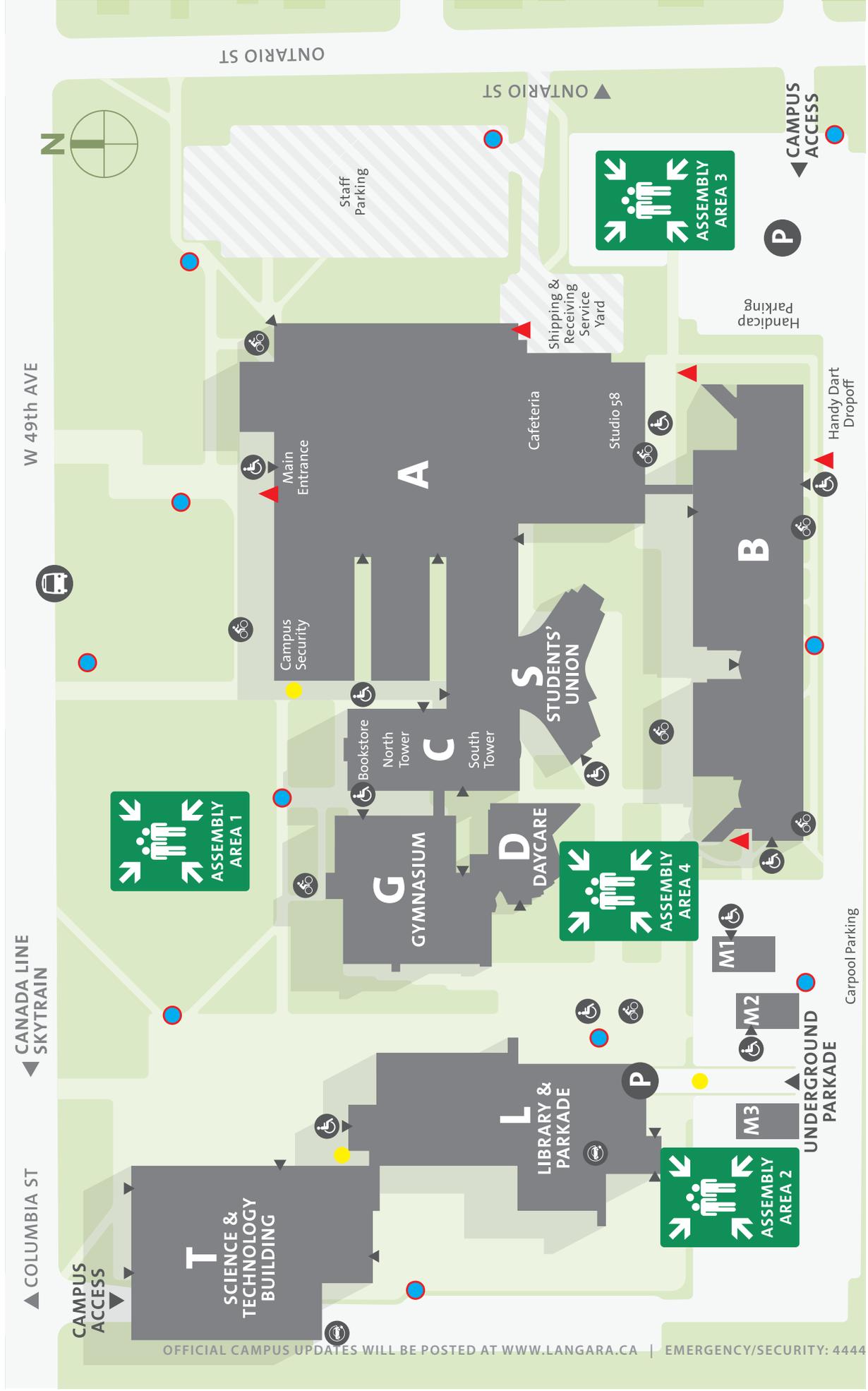
DOCUMENTATION

As soon as possible after the incident:

- Describe the sequence of statements and the context.
- Give details. Is there a history of animosity? Have threats been made in the past?
- Is the person known to have a weapon? This information is important in evaluating the level of risk.
- Provide documentation to security.

Langara College Site Plan

SAFE ASSEMBLY AREAS (AA) & OUTDOOR EMERGENCY CALL STATIONS



*AA4 is an interim Assembly Area for the Campus Daycare Facility only. This Assembly Area will be used by the Daycare Facility staff as a master area to account for the children in a relatively safe and controlled area prior to moving them as a group to a designated Assembly Area as quickly as practical.

Last updated on September 26, 2019