



Emergency Protocol Guide for Students, Employees and Visitors

Emergency Protocols Guide Summary

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Introduction

The Emergency Protocol Guide (EPG) is intended to help St. Mary's University community members understand key elements of our Emergency Response Plan (ERP), as well as what to do in the event of an emergency

Definition of Emergency: A sudden, generally unanticipated event that profoundly and negatively affects a significant segment of St. Mary's University population requiring immediate attention. It can include but is not limited to natural disasters, campus disturbances, violent crimes, or life-threatening events.

- Basic emergency procedures are designed to protect lives and property through time-limited, problem-focused interventions designed to identify and resolve the crisis, restore equilibrium, and support productive responses. The EPG shall not be construed in a manner that limits the use of prudent judgement and common sense in matters not covered by the elements of the plan.

Each emergency situation requires a specific response in terms of needed resources and proper procedures. This EPG addresses emergencies that are most important for students, employees, and contractors to be aware about; however, these procedures are designed to be flexible to accommodate contingencies of various types and magnitudes. Additionally, situations included in the university's ERP will be guided by members of the Emergency Response Team (ERT), which include the VP Finance & CFO, AVP HR, Facilities Specialist, HR Coordinator, and HR Specialist.

Emergency Contacts

Emergency Services (Police, Fire Ambulance)	911
Campus Security	403.671.4357 (HELP)
Calgary Police	403.266.1234
Calgary Fire Non-Emergency	311
24 hour Distress Centre Crisis Line	403.266.4357 (HELP)
Calgary Communities Against Sexual Abuse (24 hours)	403.237.5888
Alberta Alcohol and Drug Abuse Commission (AADAC)	403.297.3071
Additional Support for Students	
StMU Cares	Cares@stmu.ca
St. Mary's University Counselling Services	Jane App Couselling@stmu.ca
Additional Support for All Staff & Faculty	
Staff and Faculty Employee Assistance (EAP) Program	1.800.667.8246

Incident Reporting Using St. Mary's Safe App

St. Mary's University has a safety application called St. Mary's Safe, which our community is strongly encouraged to download. It allows students, staff, faculty, and other community members to receive real time safety messaging from an official and trusted source.

The free app will allow users to opt-in and receive accurate real-time information about situations on campus that require immediate attention. These can include school closures, lockdown, power failure, severe weather alerts, and various other situations when the distribution of information is essential. This app puts access to emergency services and safety resources in the hands of users.

The App is now available for free [download](#) on Google Play or the Apple App store and is available for all smartphones.

Incident Reports

Any incidents relating to near misses, injuries, accidents, suspicious behavior, first aid administration and damage to property should be reported to health and safety, as well as security using the [St. Mary's Safe App](#). For individuals who do not have access to a mobile device or computer to submit an incident report, they are able to call the Campus Security line at 403-671-4357 (HELP) and the individual receiving the call will submit an incident report on their behalf. Once the incident report is received, the following report process will be used for incident management.

1) Initial response and disclosure

Any incident should be reported as soon as an incident or near-miss occurs. Your initial responses should include administering any medical aid that's necessary, containing spills, and calling the authorities if needed.

2) Incident investigation and management


The purpose of this step is to restore normal service operation as quickly as possible and minimize the adverse impact on StMU operations. A set of procedures and actions are taken to respond to and resolve critical incidents, including how incidents are detected and communicated, who is responsible, what tools are used, and what steps are taken to resolve the incident.

3) Review of incident response plan after the incident has been resolved

Incident investigation details are properly documented so that the information can be used in recommendations to prevent similar breaches in the future.

Emergency Response Incidents

Levels of Incidents

 <p>A large green circle with the number 1 inside, set against a black background.</p>	<p>Level 1: Minor Incident</p> <ul style="list-style-type: none">• <i>Examples: minor First aid (nosebleed, Cuts, musculoskeletal Injury) mental health incident, slip/trip/fall, Property issue or Safety Concern</i>• Impacts an individual or small part of University community or property - does not affect overall operations of University.• Incident can be resolved by first on scene without the need of outside resources.	<p>Handle On-Scene:</p> <p>Call Campus Security at 403.671.4357 (HELP)</p> <p>Ensure incident report is Complete</p>
 <p>A large yellow circle with the number 2 inside, set against a black background.</p>	<p>Level 2: Major Incident</p> <ul style="list-style-type: none">• <i>Examples: Major First aid (Heart Attack, Stroke, Seizures), building evacuation, severe snowstorm requiring campus closure, widespread power outage, dangerous wildlife on Campus.</i>• Serious emergency which completely disrupts one or more operations of StMU• Outside resources (i.e., Emergency Services) needed to resolve incident	<p>Initiate ERT:</p> <p>Contact Campus Security at 403.671.4357 (HELP)</p> <p>Report incident to effected Business Unit</p> <p>Engage Executive if needed for Campus Closures or Media Requests.</p>
 <p>A large red circle with the number 3 inside, set against a black background.</p>	<p>Level 3: Critical Incident</p> <ul style="list-style-type: none">• <i>Examples: Tornado, city-wide flood, active intruder on campus, Fatality onsite.</i>• University or city-wide emergency which significantly impacts the operations of StMU• Outside emergency services would be essential, but may not always be immediately available• ERT activated	<p>Initiate ERT:</p> <p>Contact Campus Security at 403.671.4357 (HELP)</p> <p>ERT Team will then enact protocol</p> <p>ERT to work with Executive team for further Steps.</p>

First Aid / Accidents / Injuries

Assess the situation:

1. Determine the safety of the area (i.e. any ongoing danger to responders); and
2. Determine the number of injured and the severity of the injuries.

Minor Injuries:

Minor injuries include cuts, scrapes, sprains etc.:

1. If certified in First Aid, provide assistance
2. If not certified, **call Campus Security** at 403-671-4357 (HELP)
3. If further medical treatment is necessary, the injured individual is encouraged to arrange transportation to a clinic;
4. If transportation cannot be arranged and a person cannot drive with the injury, EMS should be called; and
5. **Submit an Incident Report using the [St. Mary's Safe App](#).**
 - The Facilities Specialist or Safety Officer will follow up with the injured individual(s).

Major Injuries:

These include severe bleeding, loss of consciousness, seizures, lack of breathing or pulse, shock:

1. **Stay with the injured person** and **have someone else CALL 911**;
2. A third person should **call Campus Security** at 403-671-4357 (HELP) to make them aware of the situation and/or request first aid assistance if needed;
3. **Send someone outside to meet and direct EMS**;
4. Stay with the injured person;
5. **If trained in First Aid, provide assistance**;
6. **Submit an Incident Report on the [St. Mary's Safe App](#) as soon as it is safe to do so:**
 - The Facilities Specialist or Safety Officer will follow up with the injured individual(s).

Wildlife on Campus

Because the St. Mary's University campus is adjacent to Fish Creek Provincial Park, it is not uncommon to see wildlife on or near our property. Following are some general guidelines on appropriate action to take if you encounter different types of animals. Most important, **please do not feed the wildlife!**

Deer

Deer is commonly found throughout the park and on the St. Mary's campus at all times of the year. While normally docile, deer can be unpredictable and potentially dangerous, particularly when protecting their young. Respect their space and do not approach, harass, or otherwise disturb them.

Coyotes and Cougars

As coyotes do appear on campus periodically and cougars very occasionally, it is important to know what to do if you encounter them:

1. Raise your arms or a stick in the air, making yourself appear as large as possible.
2. Do not run or play dead; face the animal and slowly back away (running, or any sudden movement may cause the animal to attack).
3. Make eye contact, shout, be aggressive, and demonstrate you are dominant as you back away.
4. Report any cougar sightings or aggressive behaviour by coyotes immediately to Campus Security at 403-671-4357 (HELP).

Bobcats

These medium sized cats (approximately 15 kg) have increasingly been sighted in the park over the past few years. They are capitalizing on good habitat and abundant prey including hares, squirrels, and unattended free-ranging pets. Bobcats are not cougars - they are timid cousins that are significantly smaller and have adapted to live near urban areas.

- As with all wildlife, respect their space and do not disturb them.

Bears

As bears have occasionally been seen in Fish Creek Provincial Park, it is possible that one could enter our grounds. If you do encounter a bear:

1. **Never Run** – You will not be able to outrun a bear and running may cause a bear to chase and attack you.
2. **Do not harass or chase the bear.**
3. **If bear cubs are in the area, move away from them.**
4. Slowly back away from the bear, if the bear continues to move toward you, drop your backpack or other belongings – this may distract the animal.
5. In any encounter with a non-charging bear or bear with cubs, you should appear passive; **do not raise your voice.**
6. Report any bear sightings immediately to Campus Security at 403.671.4357 (HELP).

Wildlife Situation Management

1. When Campus Security is notified of Wildlife on Campus, they will proceed as follows:
 - If warranted, they will notify Alberta Fish & Wildlife and circulate a communication to the community.
2. If someone has been severely injured by wildlife and you are trained in First Aid, **stay with the injured party to provide assistance** and **have someone else call 911**. If you are not trained, call 911 and have someone find a person on campus who is first aid

trained. (If lockdown is in effect, simply keep the injured warm and calm and apply pressure to any major bleeding.)

3. Follow the directions of authorized emergency personnel.
4. Submit an Incident Report as soon as it is safe to do so using the [StMU Safe App](#).

Severe Weather

Thunderstorms, hail, blizzards, high winds, and heavy rain can develop quickly and hit hard, threatening life and property. Severe weather can occur any time of the year.

If you are indoors:

1. Stay away from windows and doors.
2. During thunderstorms, you should also stay away from items that conduct electricity, such as telephones, appliances, sinks, radiators, and metal pipes.
3. It may be safe to use a cellular telephone during a severe storm, but it's not safe to use a land-line telephone.

If you are outdoors when a severe storm hits:

1. Take shelter in a building immediately and follow basic shelter-in-place guidelines.
2. If freezing rain has accumulated, pay attention to branches or wires that could break due to the weight of the ice and fall on you. Ice sheets could also do the same.
3. Never touch power lines: a hanging power line could be charged (live) and you would run the risk of electrocution. Remember also that ice, branches, or power lines can continue to break and fall for several hours after the end of the precipitation.

Power Outage

Even though electrical outages are rare, there will be occasions when electrical failures occur. These outages could range from transformer failure, which may affect a small portion of the campus, or a complete campus power outage caused by a storm. The Emergency Response team will:

- Contact the utility company as needed and/or establish a method of communication so that building occupants will be able to continue to operate.
- Provide direction to the community regarding the outage.

In the event of a prolonged power outage, the campus, or a particular building, may be closed. Please **monitor the University website, St. Mary's Safe App and your St. Mary's University e-mail account for updates** as media reports, social media and text messages from the public may be unreliable.

Fire and Fire-Related Evacuation

All building occupants should follow the FIRE-E procedures when dealing with fire emergencies:

- F**
(Find) If you see or smell smoke, FIND the source. You should try to determine the extent of fire (wastebasket, part of the building, etc.), the type of fire (paper, grease, electrical, etc.) and the location.
- I**
(Initiate) INITIATE the alarm by alerting the people in the vicinity of the danger as quickly as possible. **Pull the fire alarm station** and instruct other people to assist in the evacuation of the building.
Never try to control a fire prior to alerting other people and notifying security.
- R**
(Report) **Call 911 and have a second person report the fire to Campus Security at 403-671-4357 (HELP).** If you are alone, call before any attempts at extinguishing the fire.
Provide the following information:
1. Building Name;
 2. Floor; and
 3. Room Number.
- Campus Security will pass the information to the fire department.
- E**
(Extinguish)
Or Attempt to EXTINGUISH the fire only if it is small enough to be contained AND you have been trained to operate the extinguisher.
Place yourself between the fire and an exit to prevent from being trapped by the fire.
- E**
(Evacuate) If the fire cannot be extinguished, EVACUATE! Use stairways to exit the building. **Do not use elevators.** Follow directions from the Fire Wardens to proceed to the closest MUSTER POINT on the Campus Map (Appendix 1). As you exit the building, close as many doors as possible to contain the fire. Once outside, proceed to the evacuation assembly area.

Extra Precautions While Exiting

1. Check all doors before opening them using the back of your hand.
 - **If the door is hot, do not open it.** Use an alternate path to exit.
 - If the door is not hot, brace yourself against it and open it slightly, standing to one side. If you detect fire or smoke, feel air pressure or a hot draft, close the door quickly, leaving it unlocked. Use an alternate path to exit.
2. **If an exit route is not available** or you are trapped:
 - **Return to a “safe room”** (i.e., an office) and close the door, leaving it unlocked.
 - **Seal off all openings** which may admit smoke.
 - **Crouch low to the floor** if smoke enters the room.
 - **Call Security at 403-671-4357 (HELP)** and alert them to your location.
 - **Wait** to be rescued.

- If a phone is not available get the attention of emergency personnel by any means available to you (shout, wave from a window, etc.).
- **Listen** for instructions given by authorized personnel.

3. If you encounter smoke while exiting and an alternate exit or a “safe room” is not available, drop to your knees and crawl towards the closest exit stairway.

After Evacuation

1. **Follow instructions** provided by the Emergency Services, Facilities or Safety personnel.
2. **Stay away** from the affected building(s) and congregate at the MUSTER POINT, unless told otherwise by the Emergency Services, or Facilities and/or Safety personnel.
3. Do not return to the building until authorized to do so by the Fire Department. **Only the Fire Department can authorise re-entry to the affected building(s).**

Evacuation Procedures

Evacuation is the result of a situation in which it is no longer safe to remain in a particular location. Evacuation procedures are divided into two categories: building evacuation and campus evacuation.

Building Evacuation

1. An evacuation will occur when the fire alarm sounds and/or notification is made by Campus Security or the Calgary Police Department.
2. Building Emergency Wardens will initiate evacuation procedures.
3. Everyone must leave the building by the nearest marked exit and alert others to do the same.
4. Individuals with accessibility needs should be assisted in exiting the building.
5. **Elevators should not be used to evacuate the building.**
6. Once outside the building, individuals should proceed to the designated assembly area. These areas are marked by signs which read “MUSTER POINT.” Roads, fire lanes, hydrants and walkways should be kept clear for emergency vehicles and personnel; and
7. Individuals should not return to the building or leave the campus until directed to do so by the Fire Department, Health, and Safety and/or Facilities personnel.

Campus Evacuation

In case of a campus-wide disaster, it may be necessary to evacuate all the buildings at St. Mary’s University.

1. The Emergency Response Team (ERT) will announce a campus-wide evacuation.
2. ERT will initiate evacuation procedures.

3. Everyone must leave their building by the nearest marked exit and alert others to do the same.
4. Individuals who drive to campus should take their normal routes home via vehicle.
5. Individuals who take public transportation should go to the nearest bus or C-Train. If mass transit is not available, proceed to the Off-Campus Evacuation Site at:

United Active Living
51 Providence Boulevard SE
587-481-7907

6. Campus Security will establish a safety perimeter at the campus exits, controlling access to campus.

Re-Entry

Emergency Services (e.g., Fire Department, Calgary Police) will authorize re-entry to the premises. No one else can authorize re-entry.

If possible, **monitor the University website, St. Mary's Safe App and your St. Mary's University e-mail account for updates** as media reports, social media and text messages from the public may be unreliable.

Intruder with a Weapon on Campus – What to Do

1. **Scan and assess your situation.**
 - **Be aware** of your immediate environment;
 - **Trust your instincts.** If the sounds could be gunshots, act as if they are;
 - **Check crowd reactions** for shouts and screams;
 - Consider your options then act accordingly, trying to avoid any further risks or harm.
2. **Get out NOW if you can.**
 - React to the situation as fast as possible;
 - Protect yourself first before helping others. Do not be another casualty;
 - Warn other faculty, staff, students, and visitors to take immediate action;
 - Choose a safe exit without attracting the shooter's attention;
 - When safe, **CALL 911** and follow police orders.
 - **Have someone else call Campus Security at 403-671-4357 (HELP)** to ensure they are aware of the situation.
3. **Hide and barricade yourself and others in your hiding place.**
 - Get to a secure room or area;
 - **Turn off lights;**
 - Cover the door, windows, and close blinds on the exterior windows;
 - **Lock and barricade** doors;
 - Stay out of the line of fire;

- Get under desks or tables;
- **Mute cell phones** and be as quiet as possible;
- Do NOT answer the door;
- **Wait for the police to come to you.**

4. Fight.

- If you have no choice, you must **mentally prepare yourself to fight for your life**;
 - Disarm and incapacitate the shooter in any way possible;
 - **Improvise weapons** from nearby objects, e.g., fire extinguishers;
 - **Commit to aggressive physical attacks.**
5. The initial police response will be to locate and stop the threat and secure the scene. They will only assist with medical aid and answer questions once the scene has been deemed secure.

Remember to choose action over fear. If you are safe in a hiding place, stay there until the police arrive and let them come to you. Do as the police ask and make sure you follow their instructions.

After the crisis is over, evacuees will be directed or taken to a holding area where medical care will be provided if necessary. University and police victim services and counseling will be provided if needed and a crisis debriefing will be required to fully understand the situation.

Personal support is available. Please refer back to Emergency Contacts on page 3.

Lockdown

1. If you are in a hallway, go into the closest room not already secured.
2. Lock the door and windows.
3. Barricade the door unless you feel the threat may impact you from an outside window.
4. Turn off lights and any equipment.
5. Close curtains or blinds.
6. Ensure everyone remains quiet and **turn cell phones OFF or to quiet mode**. Do not make non-essential calls.
7. Stay away from windows and doors.
8. Stay low and quiet. If you are in your office, stay hidden/under a desk.

Should the fire alarm sound during lockdown, do not evacuate the building unless

- You have been advised by Emergency Services, Campus Security, or Fire Wardens to evacuate the building, or
- You are impacted by a fire, or
- There is imminent danger to you.

DO NOT:

1. **Do not use or hide in washrooms.** If you are already in a washroom, stand on the seat.
2. **Do not travel down long corridors.**
3. **Do not assemble in large open areas** (e.g., Le Fort Centre / Cafeteria / Bookstore Area, McGivney Hall).
4. 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.

If Confronted by the Threat

If you must run:

1. Run in a zigzag pattern, if possible.
2. Try to keep objects between you and the threat to block visibility and/or any projectiles.
3. If you are outside the campus buildings, **do not go to the emergency Muster Point.** Instead, **continue for at least 300 metres away and seek cover.**
4. If you are hurt and cannot run away, 'playing dead' may fool the threat.

Immediate life or death situation:

1. Ensure your safety before trying to help others.
2. **Call 911.**
3. If caught by the assailant and used as a hostage, **never threaten, or make direct eye contact with the assailant.**
4. If confronted and cornered, you may need to prepare yourself to fight for survival; consider your surroundings and items you could use as weapons and/or shields (for example, a fire extinguisher, skateboard, chair, etc.).
5. **Report the incident** on the [St. Mary's Safe App](#) when safe to do so. If this is not possible, call Campus Security at 403-671-4357 (HELP) to submit the report on your behalf.

Considerations:

- If you need to hide, make sure your hiding place is well-concealed.
- If possible, **monitor the University website and safety app for updates** as media reports, social media and text messages from the public may be unreliable;
- If choosing to evacuate because it seems safe to do so, extreme caution must be taken while assessing if the threat can potentially impact you and others while evacuating.

Following the Lockdown

1. Cooperate fully with emergency personnel to assist in an orderly evacuation.
2. Comply if handcuffed or segregated by police, as they are simply ruling out suspects.
3. Police may require individuals to remain available for questioning following the lockdown.
4. The Emergency Response Team (ERT) or Campus Security may be present as you exit the building to provide additional information.

Re-Entry

Emergency Services (e.g., Fire Department, Calgary Police) will authorize re-entry to the premises. No one else can authorize re-entry.

Appendix 1: Campus Map

CAMPUS MAP



- A** Administration Building
14500 Bannister Rd SE
- B** St. Basil's Hall/Library
14590 Bannister Rd SE
- C** Classroom Building
14540 Bannister Rd SE
- D** Students' Association Building
14586 Bannister Rd SE
- E** Le Fort Centre/St. Mary's Bistro
14580 Bannister Rd SE
- F** McGivney Hall
14550 Bannister Rd SE
- G** Water Tower
The Mauro Gallery
- H** Heritage Centre
- I** St. Mary's Bookstore
- P1** Staff Parking
- P2** Student/Visitor Parking



14500 Bannister Road SE, Calgary, AB T2X 1Z4 T: (403) 531-9130 F: (403) 531-9136

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