



Emergency Protocol Guide for Students, Employees and Visitors

Table of Contents

Introduction	4
Emergency Contacts	4
Incident Reporting Using St. Mary's Safe App	5
Emergency Classifications	6
Medical Emergency including First Aid / Accidents / Injuries	6
Allergic Reaction	7
Possible Symptoms	7
Wildlife situation management	8
Severe Weather	8
If you are indoors:	9
2. In the event of a tornado	9
3. During thunderstorms	9
4. In a flood	9
5. In a poor air quality	9
If you are outdoors:	9
2. In the event of a tornado	9
3. If freezing rain has accumulated	9
5. In a flood	9
6. In a poor air quality	9
c. If you notice a wildfire	9
Fire and Fire-Related Evacuation	10
Extra precautions while exiting	10
After evacuation	11
Chemical Spill/Hazardous Substance Release/Explosion	11
Chemical Spill	11
If the spill is large:	11
If the spill is small and you are trained to respond:	12
If the spill is outside the building:	12
Hazardous Substance Release	12
Explosion	13
Power Outage/ Utility-Electrical Failure	13

Violence/Aggression	13
If it is possible to diffuse the situation safely:	13
If it is NOT possible to diffuse the situation safely:	14
Unsafe Intruder – What to Do	15
Lockdown	16
If confronted by the threat	16
Following the lockdown	17
Re-entry	17
Hostage	17
Upon hearing or witnessing a hostage situation	17
Upon being taken hostage	18
Bomb Threat/Suspicious Package	18
Bomb Threat	18
Suspicious Package	19
Evacuation Procedures	20
Building evacuation	20
Campus evacuation	20
Re-Entry	21
Appendix 1: Campus Map	22
Appendix 2: Bomb Threat Form	23

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).

Students, Faculty and Staff are responsible for checking media (email, website, social media) for information updates in cases of emergency.

Emergency Response Team (ERT): This team includes Team Lead, Facilities relevant VPs, Facilities and Human Resources personnel. Together, these individuals aim to determine emergency identification, set and review protocols, emergency responses and communication, as well as safety training to St. Mary's community members and external stakeholders who come onto campus.

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 campus 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 Safety Officer and Team Lead, Facilities 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 Classifications

Incident Classification Levels

	Level 1: Minor Incident • <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.	Handle On-Scene: Call Campus Security at 403.671.4357 (HELP) Ensure incident report is Complete
	Level 2: Major Incident • <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	Initiate ERT: Contact Campus Security at 403.671.4357 (HELP) Report incident to effected Business Unit Engage Executive if needed for Campus Closures or Media Requests.
	Level 3: Critical Incident • <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	Initiate ERT: Contact Campus Security at 403.671.4357 (HELP) ERT Team will then enact protocol ERT to work with Executive team for further Steps.

Medical Emergency including 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.:

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

Major Injuries:

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

- **Stay with the injured person** and **have someone else CALL 911**;
- 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;
- **Send someone outside to meet and direct EMS**;
- Stay with the injured person;
- **If trained in First Aid, provide assistance**;
- **Submit an Incident Report on the [St. Mary's Safe App](#) as soon as it is safe to do so.**
- The Team Lead, Facilities or Safety Officer will follow up with the injured individual(s).

Allergic Reaction

Possible Symptoms

General feeling of weakness, sweating, sneezing, shortness of breath, nasal itching, hives, vomiting, coughing, restlessness, shock, hoarseness, swollen tongue, severe localized swelling, feeling of impending doom or fright.

First Actions

- If the reaction is severe and/or the person is in respiratory distress, call 911;
- Assess severity, remain calm, make person comfortable;
- Only move patient for safety reasons;
- Stay with the person;
- If trained in First Aid, provide assistance (i.e. get their medication for them, apply ice pack, keep warm.);
- If not trained, call Campus Security at 403-671-4357 (HELP) or refer to the list on the St. Mary's Safe App and call someone with training to assist; and
- Submit an [Incident Report Form](#) within 24 hours of the incident using the St. Mary's Safe App.

Wildlife on Campus

Because the St. Mary's University campus is located adjacent to Fish Creek Provincial Park, wildlife sightings on or near campus are fairly common.

If you encounter wildlife on campus:

- Keep a safe and respectful distance.
- Do not approach or attempt to interact with the animal.
- Do not feed wildlife under any circumstances.

Common wildlife sightings may include:

- Deer
- Coyotes
- Gophers
- Bobcats
- Geese

If you observe aggressive behaviour or encounter less common or potentially dangerous wildlife such as bears, cougars, or moose, contact Campus Security immediately 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

Severe weather can occur any time of the year and conditions can change rapidly at any time.

If you are indoors:

1. Stay away from windows and doors.
2. **In the event of a tornado**, safely move to the lowest building level and take shelter in an inner hallway or interior room - away from windows, glass walls, outside doors and walls. Take cover under a heavy table or desk. Protect your head and neck.
3. **During thunderstorms**, stay away from items that conduct electricity, such as telephones, appliances, sinks, showers, radiators, and metal pipes as lightning can run through plumbing and running water.
 - a. It may be safe to use a cellular telephone during a severe storm, but it's not safe to use a land-line telephone.
4. **In a flood** (either from overland flooding, broken pipes, clogged drains, damaged windows/skylights, or leaking roofs:
 - a. Contact Campus Security at **403-671-4357 (HELP)**
 - b. If there is a hazard of electrical shock, [evacuate the area immediately.](#)
 - c. If you know the source of the water and are confident of your ability to stop it (e.g. close window), do so.
 - d. **Avoid still floodwater.** Floodwater can be contaminated with oils, gasoline, and even sewage. Flooding can create environmental conditions that increase vector-borne (illnesses caused by infectious microbes transmitted to humans by insects, animals, and organisms and water-borne diseases (illnesses caused by infectious microbes transmitted to humans by insects, animals, and organisms).
5. **In a poor air quality situation** caused by wildfire smoke
 - a. **Stop or reduce activity level** if breathing becomes difficult or you feel unwell.
 - b. **Close windows and doors** to maintain indoor air quality.
 - c. Notify your leader.

If you are outdoors:

1. Take shelter in a building immediately and follow basic shelter-in-place guidelines.
2. **In the event of a tornado**, lie flat in a nearby ditch and protect your head and neck. **Do not** get under an overpass or bridge.
3. **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.
4. 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.
5. **In a flood**, be prepared to evacuate at a moment's notice.
 - a. When a flood or flash flood warning is issued for your area, head for higher ground and stay there.
 - b. **Never attempt to cross a flooded area.** Water is more powerful than you think!
6. **In a poor air quality situation** caused by wildfire smoke:
 - a. **Stop or reduce activity level** if breathing becomes difficult or you feel unwell.
 - b. Move indoors.
 - c. **If you notice a wildfire**, report it to Alberta Wildfire by calling 310-FIRE (3473). If the wildfire is on, or encroaching on StMU property, please also report it to Campus Security at **403-671-4357 (HELP)**.

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** and instruct other people to assist in the evacuation of the building.
Fire wardens to support building evaluation.
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.

E
(Extinguish)
Or
Campus Security will pass the information to the fire department.
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.

To Extinguish, use the PASS protocol:

- P: Pull pin
- A: Aim nozzle at base of fire
- S: Squeeze trigger
- S: Sweep side to side, aiming at the base of 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 911** and alert them to your location.
- Follow up with Campus Security at 403-671-4357 (HELP)
- **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 authorize re-entry to the affected building(s).**

Chemical Spill/Hazardous Substance Release/Explosion

Chemical Spill

1. If toxic or corrosive chemicals come into contact with you skin, flush the affected area with clean water, use an eyewash station for the eyes.

If the spill is large:

2. Call Campus Security **at 403-671-4357 (HELP)** and alert them of the location.
3. **Facilities will call 911 based on situation needs.**
4. If safe to do so, find the Safety Data Sheet (SDS) to review chemical spill instruction and provide to emergency services.
5. Follow evaluation protocol.

If the spill is small and you are trained to respond:

2. Laboratory personnel must follow the appropriate spill response procedures for dealing with chemical spills and complete an **incident report** through the [Safety App](#) within 24 hours of the spill. Facilities personnel are not able to support with chemical spill clean-up.
3. Clear everyone from the immediate area. Close the door to the affected area.
4. Obtain and review the SDS for the material that was spilled.
5. Report the spill to your leader and let them know that an incident report has been submitted.

Do not rush, do not work alone, and do not clean up a spill until you are familiar with the properties of the chemical. If not knowledgeable with spill cleanup, call for help.

If the spill is outside the building:

A serious release of chemicals or other hazardous materials outside buildings or in the vicinity of campus may result in senior administration issuing a Shelter-in-Place alert through the Campus notification system.

Upon receipt of direction to "Shelter in Place" for a Hazardous Materials Release, all University community members shall:

1. Call 911 to assist with assessing next steps and safety.
2. Take direction from emergency responders.
3. Go indoors and stay there until directed otherwise.
4. Close all windows and doors.
5. Stay away from exterior windows and doors.
6. Turn off your air conditioning units (if applicable) and/or close windows; and
7. Await further instructions.

Hazardous Substance Release

Natural gas leaks bring danger of explosion and must be treated as a serious threat. Natural gas rises and will often be outside because most gas lines are outside the building. Natural gas is mixed with Mercaptan to give it odour, so a leak inside a building will be noticeable.

If there is a gas leak or other hazardous substance release:

1. **Stop all operations.**
2. **Do not** use matches or lighters and avoid creating static electricity. **Do not** turn on lights or any electrical equipment.
3. **Alert others in immediate area.**
4. [**Evacuate the area immediately.**](#)
5. **Call 911.**
6. **Take direction from Emergency Responders.**

7. **Complete an incident report** through the [Safety App](#).

Explosion

1. Take immediate shelter. Take cover under desks, tables or other objects to protect against flying debris or glass. Protect your head and neck.
2. After immediate effect of explosion, **call 911**.
3. If it is safe to do so, [evacuate the area/building](#).
4. Take direction from emergency responders.
5. **Complete an incident report** through the [Safety App](#).

Power Outage/ Utility-Electrical Failure

Even though electrical outages are rare, there may 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.

In the event of a prolonged power outage, the campus, or a particular building, may be closed. Please monitor the University [Health & Safety webpage](#) 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.

Violence/Aggression

Violence is the threatened, attempted, or actual conduct of a person that causes or is likely to cause physical or psychological harm or injury, including domestic or sexual violence.

1. Determine the level of severity of the violence or aggression and if it physical or verbal. To help determine, look for a weapon or actual physical harm happening.

If it is possible to diffuse the situation safely:

2. Be aware:

- a. Of your surrounding environment and prepare for the situation as an individual is escalating.
 - i. Focus on your breathing
 - ii. Give space to the individual escalating, their territorial space may be widening
 - iii. Decide on either maintaining eye contact or looking away

3. Contain:

- a. Use strategies to contain or diffuse the situation.
 - i. Equalize your height with the individual, if possible
 - ii. Turn sideways
 - iii. Ask and use the individual's name and tell them your name
 - iv. Speak softly and slowly
 - v. Offer food, drink
 - vi. Validate and paraphrase to show you are attentively listening, use words/phrases they use
 - vii. Acknowledge their problem
 - viii. Use 'we/I' instead of 'you'
 - ix. Try to offer choices.
 - x. Try to distract.
 - xi. Use silence.
 - xii. Ask questions.
 - xiii. Set a limit such as 'this conversation has gone too far and will now end.'

4. Problem solve:

- a. Begin to solve the individual's problem once they have escalated
 - i. Ask 'why'?

5. Close:

- a. End the conversation
 - i. Thank the individual, but acknowledge inappropriate behaviour

If the individual continues to escalate at any point in the aggression diffusion process, use one of the three following methods to disengage:

- Politely end the conversation.
- Set a limit such as, 'the conversation has gone too far and will now end.'
- Leave in any way possible.

6. Report the incident to your leader and the Incident Reporting feature using the [St. Mary's Safe App](#).

If it is NOT possible to diffuse the situation safely:

6. Attempt to **evacuate if it is safe** to do so.
7. **Warn others** if possible.
8. Quickly **go to the nearest secure room**; do not go to washrooms or large open/common areas.
9. **Lock or barricade the door.**
10. **Turn off the lights.**
11. **Stay away from windows and doors.**
12. **Take cover** if available.
13. **Remain absolutely quiet.**
14. If unable to de-escalate, **CALL 911** and follow police orders.
15. **Have someone else call Campus Security at 403-671-4357 (HELP)** to ensure they are aware of the situation.

16. **Mute cell phones** and be as quiet as possible;
17. Do NOT answer the door;
18. **Wait for the police to come to you.**

Unsafe Intruder – 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.
 - **Call Campus Security at 403-671-4357 (HELP)** to ensure they are aware of the situation.
 - Submit incident report when safe to do so.
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**
 - 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 by emergency services personnel. 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, Emergency Response Team member, 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/common 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 Facilities 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.

Hostage

Upon hearing or witnessing a hostage situation

1. **Remove yourself from any danger** by leaving the immediate area
2. **Assist others** in leaving the area of danger if safe to do so, and prevent others from entering
3. **Call 911.**
4. **Call Campus Security** at 403-671-4357 (HELP) or,
 - a. Monitor emails for further direction; and
 - b. Campus Security will activate the Emergency Response Team to provide guidance and support as needed.
5. **Attempt to evacuate** if it is safe to do so (use email, Teams, other technology, or discreet in-person communication to communicate with co-workers, depending on the situation).

6. **If you cannot evacuate**, take measures appropriate to circumstances:
 - Warn others discreetly
 - Quickly go to the nearest secure room, do not go to washrooms or common areas
 - Lock or barricade door
 - Turn off lights
 - Stay away from windows and doors
 - Take cover if available
 - Remain absolutely quiet
 - No cellphone use unless necessary to communicate regarding incident. Keep phone lines open for police use.
 - Provide information to police about building layout and what is known about the background of the hostage-taking.
 - Silence or turn off cell phones.
7. **Await arrival of emergency services**
8. No St. Mary's University personnel should circulate through building; after evacuation, no individuals should enter or re-enter the building

Upon being taken hostage

1. Remain calm, be polite, and cooperate with the captor(s).
2. **Do not** attempt to escape unless there is an extremely good chance of survival.
3. Speak normally. **Do not** complain, avoid being belligerent, and comply with all orders and instructions.
4. **Do not** draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
5. **Observe the captors** and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later.
6. Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.

Bomb Threat/Suspicious Package

Bomb threats, suspicious packages and other mass threats of violence are serious emergencies that require prompt attention.

Bomb Threat

Even though evacuations are disruptive, personnel will be required to evacuate; and a safety perimeter will be established around the affected buildings in the event of a bomb threat.

If you receive a bomb threat **over the phone**:

1. **Remain calm** and act courteous. Do not interrupt the caller.

2. **Keep the caller on the line** as long as possible by asking questions.
3. **Use the Bomb Threat Report Form** in Appendix 2 to assist you;
4. **Write down** all the **information** obtained in the exact words used, including location, description of the device, when it is to detonate, why they placed the bomb, and details/description of the caller's speech and background noises.
5. Call 911
6. Have someone else call Campus Security to notify them of situation
7. Await the arrival of emergency services.

If received **in the mail or by email**:

- **Do not throw away, delete, or respond.**
- **Call 911**
- Notify Campus Security of situation
- Await the arrival of emergency services.

Suspicious Package

Suspicious packages may have any of the following characteristics:

1. Unfamiliar return address or none at all.
2. Strange odour or noise.
3. Protruding wires.
4. Excessive postage.
5. Misspelled words.
6. Addressed to a business title only (e.g., President).
7. Restrictive markings (e.g., Do not X-ray).
8. Badly typed or written.
9. Rigid or bulky letters.
10. Lopsided or uneven.
11. Excessive wrapping, tape, or string.
12. Oily stains, discolouration, or crystallization on wrapping; or
13. Leaking.

The contents of a letter or package may cause concern if:

1. You see powder or a liquid
2. It contains a threatening note; or
3. It contains an object that you did not expect to receive or cannot identify.

If suspicious package is identified:

1. **Do not handle**, open, shake, smell or taste it.
2. **Leave the letter or package where it is.**
3. **Get everyone out** of the room and close the door.
4. **Call 911**
5. **Call Campus Security to notify them of situation**
6. **Wash your hands** thoroughly with soap and water; and
7. Wait in a safe place until the Calgary Police or firefighters arrive.

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

2. An evacuation will occur when the fire alarm sounds and/or notification is made by Campus Security, a Fire Warden or Emergency Services.
3. Building Emergency Wardens will initiate evacuation procedures.
4. Everyone must leave the building by the nearest marked exit and alert others to do the same.
5. Individuals with accessibility needs should be assisted in exiting the building.
6. **Elevators should not be used to evacuate the building.**
7. 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
8. Individuals should not return to the building or leave the campus until directed to do so by Emergency Services, 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.

Appendix 1: Campus Map



Appendix 2: Bomb Threat Form

Date:

Time of call:

Sex of
Caller:

Length of call:

Approximate
Age of
Caller:

Caller Accent:

Exact wording of Threat:

Questions to Ask:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why a Bomb Threat?
8. Where are you now?

9. What is your address?

10. What is your name?

11. Caller's Voice

☐ Calm	☐ Rapid	☐ Crying
☐ Angry	☐ Soft	☐ Normal
☐ Excited	☐ Loud	☐ Distinct
☐ Slow	☐ Laughter	☐ Slurred
☐ Whispered	☐ Nasal	☐ Stutter
☐ Lisp	☐ Raspy	☐ Deep
☐ Ragged	☐ Clearing Throat	☐ Deep Breathing
☐ Cracking Voice	☐ Disguised	☐ Familiar

If voice is familiar, who did it sound like?

Background Sounds

☐ Street	☐ PA System	☐ Voices
☐ Motor	☐ Local	☐ Booth
☐ Animal Noises	☐ Static	☐ Music
☐ House Noises	☐ Office Machinery	☐ Long Distance

Threat Language

Well Spoken	Foul	Irrational
Taped	Incoherent	Read
Comments		