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911 Procedures

Dial 911 and provide the following exact information:

- 1. Nature of emergency**
- 2. Location, including**

- building name
- building address
- phone number
- room number

Do not hang up as additional information may be needed.

Some situations which indicate that emergency response is necessary:

- life-threatening injuries from a fall, head trauma, severe burns, and uncontrollable bleeding
- persistent or sudden chest pain, breathing emergencies, severely altered level of consciousness
- hazardous materials spills
- bomb threats

Is it an emergency?

Err on the side of caution. Tell someone: a co-worker, a supervisor, or call 911.

Bomb Threats

Bomb threats can be received by telephone, note, letter or email. Most bomb threats are made by persons who want to create an atmosphere of general anxiety and panic. All such threats must be taken seriously and handled as though an explosive is in the building.

If you receive a bomb threat, contact RCMP (911) immediately, and then BJLC Security – Number 84 in the Diamond Health Centre.

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

1. **Stay calm.** Keep the caller on the line. Do not upset the caller. Indicate your willingness to cooperate.
2. **Ask a lot of questions.** Where is the bomb? When is it going to go off? What kind is it? What does it look like? Permit the caller to say as much as possible without interruption.

3. **Take notes** on everything said and on your observations about background noise, voice characteristics, language, etc.
4. **Call RCMP -- 911 immediately**, and then UBC Campus Security to report the threat. If possible, get a co-worker to do this while you continue talking to the caller. (The purpose of keeping the person talking is to assist in identifying the caller. Tracing is not always possible.)

When there has been a bomb threat:

- Survey your immediate work area. If you see a package or a foreign object in an unusual place -- **DON'T TOUCH IT**. Call RCMP (911) and advise them of your actions. You will be advised if evacuation is necessary. Follow instructions given by emergency personnel.
- An explosion of any type must be reported immediately to the Fire Department. Call 911.

Earthquake

A major earthquake could occur at any time in British Columbia. Careful planning and preparation can minimize injuries, prevent panic and facilitate rescue and cleanup.

BEFORE AN EARTHQUAKE:

Be prepared to be self-sufficient for at least three days

- Emergency resources will be overwhelmed following a major earthquake. Government response plans assume that you will do your part to be ready.

Minimize hazards

- Move risks such as heavy objects (large binders or books, machinery, sharp or pointed items) from high shelves to below waist height, large hanging plants, tall unsecured furniture, and shelving units.
- Store chemicals securely.

Plan

- Practice evacuation procedures.
- Plan safe cover, away from glass and potential falling objects.
- Know the location of fire extinguishers, first aid supplies, and tools in your workplace.
- Store emergency supplies, first aid kit, food, water portable radio, and flashlight (with batteries stored separately). A survivor kit at work, in your car and at home are advisable.
- Keep areas behind doors clear of bookshelves and heavy furniture to prevent door being blocked.
- Arrange an out of area contact and point of rendezvous with family members in case you can't get home.

DURING AN EARTHQUAKE:

If indoors:

Avoid hazards

- Resist the urge to run. Do not leave the building as danger from falling debris is greater.
- Do not use elevators.
- Move away from windows, glass partitions, and potential falling objects.

Take cover

- Duck under a sturdy desk or table, crawl underneath a bed, or brace yourself with your back against an inside wall, away from glass windows.
- Protect your head and neck from falling debris by covering them with one arm.
- Hold on to furniture.
- In a wheelchair, lock wheels and duck as low as possible. Use anything to protect your head and neck.
- In a crowded place, avoid getting trampled.
- In an elevator, stay put and wait for assistance.

If Outdoors:

Avoid hazards

- Move away from buildings, trees and powerlines.
- Do not enter buildings.

If Driving:

Pull over

- Leave the road clear for emergency vehicles and stay in your vehicle.
- Do not stop on or under a bridge or overpass, or under powerlines. Do not block lanes that are exiting a bridge or tunnel.

AFTER AN EARTHQUAKE:

Stay safe

- Stay calm. Assess your surroundings. Check for injuries, gas leaks, and fires. Do not turn on lights or light matches until you are sure there are no gas leaks.
- Extinguish open flames.
- Be prepared for aftershocks. Move to a safe area in building interior or outside. Do not re-enter damaged buildings.
- Evacuate the building if there is major structural damage or fire hazard.

Provide aid

- Give first aid to injured persons. Do not move victims unless absolutely necessary.
- Report hazards to emergency personnel.

Follow instructions

- Monitor battery powered or car radio for directions.
- Replace telephone handsets that have been shaken off as open phone lines put a strain on the system and interfere with emergency communications.
- **Do not use telephones except to report medical emergencies, fires, chemical spills, gas leaks or other hazards.**
- Do not use elevators.
- Do not leave area or return home until authorities say it is safe to do so—this could be up to 72 hours.

Prepare to survive

Evacuation

Situations requiring evacuation include fire, hazardous material release, bomb threats and earthquakes. Fire alarms must be treated as real emergencies and building evacuation must occur. The need for evacuation in other situations will be determined by emergency personnel and you will be advised if evacuation is necessary.

If evacuation is necessary:

1. Shut down equipment and secure hazardous materials.
2. Calmly proceed to nearest exit -- **in case of fire check doors for heat before opening.**
3. Follow instructions from emergency personnel.
4. Do not use elevators.
5. Walk -- don't rush or crowd. Use handrails in stairways. Assist people with disabilities.
6. Move away from the building quickly -- watch for falling glass and other hazards.
7. Move to your emergency meeting location and stay there so that all personnel may be accounted for.
8. **Never re-enter the building until notified by emergency personnel that it is safe to do so.**

Evacuating Disabled Persons:

Individuals who are non-ambulatory, hearing impaired, or visually impaired require special assistance during any evacuation. These persons should inform their supervisors, co-worker and the Building Emergency Director of the help that they will require in the event of an emergency. Most buildings have designated “*areas of refuge*” where non-ambulatory persons may await assistance from emergency personnel.

Fire Safety

If you see a fire:

1. Activate the fire alarm, alert others, and move everyone away from the area of the fire, closing doors behind you. Follow the Fire Warden's instructions.
2. Call 911 and report location of fire (see [911 Procedures](#)).
3. Use a fire extinguisher on small fires (waste basket sized) *only* if it is safe to do so. Use the correct fire extinguisher.

When a fire alarm is activated:

1. It **must** be treated as a real emergency.
2. Evacuate the building and proceed to your emergency meeting location.
3. Never open a closed door without checking it first for heat - if the door is hot, do not open it. If not hot, open it slowly, standing behind it to one side, and be prepared to shut it quickly if fire is present.
4. Use the stairway, proceeding down to the ground floor, never up. Never use elevators if fire is suspected.
5. Once outside, proceed to the predetermined area so that a head count can be taken. Find out the location of your predetermined area *before* a fire occurs.

If clothing catches on fire:

Yours:

STOP where you are.

DROP to the floor.

ROLL around on the floor.

Someone else's:

Grab a blanket, rug or coat and wrap them in it to smother the flames.

Fire Extinguishers

Fire extinguishers are specific to certain types of fires.

| Class | Type of Fire |
|-------|--------------------------------|
| A | Ordinary combustibles |
| B | Flammable liquids |
| C | Electrically charged equipment |
| D | Combustible metals |

If trapped in a room by fire:

1. **Block** smoke from entering by placing damp cloth material around / under door.
2. **Retreat**, closing as many doors as possible between yourself and the fire.
3. **Signal** your location -- phone 911 and give the fire department your exact location; if this is not possible be prepared to signal from a window. *Do not open the window or break glass unless absolutely necessary -- outside smoke may be drawn in.*

If caught in smoke:

1. Drop to your knees and crawl.
2. Breathe shallowly through your nose, holding your breath as long as possible. Use a damp cloth over your mouth and nose to filter out smoke.
3. Stay calm.

Note: Know in advance exactly how many doors you will have to pass along your evacuation route before you reach the nearest exit. In heavy smoke you can crawl or crouch low with head 30"-36" from the floor (watching the base of the wall) and count out the number of doors you pass -- you will then know when you have reached the exit door (even if you can't see that it is the exit).

Hazardous Materials

Explosion or Fire

1. Evacuate immediate area, closing doors behind you.
2. Activate fire alarm.
3. If possible, control fire with the appropriate extinguisher but do not place yourself or others in danger.
4. Do not attempt to rescue injured persons if doing so places you in danger.
5. Everyone must evacuate the building when a fire alarm sounds, closing doors as they leave. Follow "*Evacuation Procedures.*"
6. Call 911 to ensure that the Fire Department received the alarm. Follow "*911 Procedures.*"
7. Wait for emergency personnel outside the main entrance of the building. Provide information on hazardous materials involved (e.g. MSDS).
8. Do not re-enter the building until the Fire Department gives permission to do so.

Gas Leak

1. **Do not pull fire alarm**—this could cause an explosion.
2. Call 911.
3. Shut down equipment.
4. Evacuate building, closing doors as you leave.

Material Safety Data Sheets (MSDS)


- Must be readily available at the worksite.
- Always refer to MSDS prior to handling any hazardous material.
- Hazardous products must be properly labeled.
- See back of handbook for MSDS resources.






Chemical, Biohazard or Radiation Spills



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

1. Evacuate immediate area. Shut down equipment.
2. Isolate area and prevent re-entry.
3. Call 911 and follow “911 Procedures.”
4. Provide the following information about the spilled material to the operator.
 - **Location** (street address, building / department, room number)
 - **Injuries**
 - **Chemical Name**
 - **Quantity**
 - **Hazards**
5. Do not hang up until the operator releases you.
6. Wait for emergency personnel outside the main entrance of the building. Provide information (e.g. MSDS).
7. Call BJLC Security at **number 84 on your phone.**
8. Inform Supervisor or Department Head.

Workplace Hazardous Materials Information System (WHMIS) Symbols

| | |
|--|---|
|  | <p>CLASS A: COMPRESSED GAS This class includes compressed gases, dissolved gases, and gases liquefied by compression or refrigeration.</p> |
|--|---|

| | |
|--|---|
|  | <p>CLASS B: FLAMMABLE AND COMBUSTIBLE MATERIAL This class includes solids, liquids, and gases capable of catching fire in the presence of a spark or open flame under normal working conditions.</p> |
|  | <p>CLASS C: OXIDIZING MATERIAL These materials increase the risk of fire if they come in contact with flammable or combustible materials.</p> |
|  | <p>CLASS D: POISONOUS AND INFECTIOUS MATERIAL Division 1: Materials Causing Immediate and Serious Toxic Effects These materials can cause death or immediate injury when a person is exposed to small amounts. Examples: sodium cyanide, hydrogen sulphide</p> |
|  | <p>CLASS D: POISONOUS AND INFECTIOUS MATERIAL Division 2: Materials Causing Other Toxic EFFECTS These materials can cause life-threatening and serious long-term health problems as well as less severe but immediate reactions in a person who is repeatedly exposed to small amounts.</p> |
|  | <p>CLASS D: POISONOUS AND INFECTIOUS MATERIAL Division 3: Biohazardous Infectious MATERIAL These materials contain harmful micro-organisms that have been classified into Risk Groups 2, 3, and 4 as determined by the World Health Organization (WHO) or the Medical Research Council of Canada.</p> |

| | |
|--|--|
|  | <p>CLASS E: CORROSIVE MATERIAL This class includes caustic and acid materials that can destroy the skin or eat through metals. Examples: sodium hydroxide, hydrochloric acid, nitric acid</p> |
|  | <p>CLASS F: DANGEROUSLY REACTIVE MATERIAL These products may self-react dangerously (for example, they may explode) upon standing or when exposed to physical shock or to increased pressure or temperature, or they emit toxic gases when exposed to water.</p> |

Lockdown Procedures

A lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat.

This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.

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

It is essential for the safety of occupants and emergency responders that individuals comply with instructions provided by emergency personnel at all times.

Upon Alert to Lockdown:

If you are in a classroom, room or office, stay there, secure the door and windows and await further instructions or escort from emergency personnel.

- If the door does not lock consider barricading the door with tables and chairs.
- If you are in a corridor go into the closest office not already secured and lock or barricade the door and windows.
- Close curtains or blinds where possible.
- Stay away from windows and doors.
- Stay low and quiet.
- Cell phones should be put on quiet or vibrate mode. Do not make non-essential calls.

Actions to Avoid:

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

Considerations:

- Follow instructions from emergency personnel only.
- During a lockdown, if the fire alarm is activated, remain where you are and await further instructions over a PA or portable loudspeaker.
- Media reports may be unreliable.
- For their own safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response.

Following the Lockdown:

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

Personal Security

Personal safety in the workplace:

- Know the location of the nearest phone, alarm and exits.
- Have emergency numbers posted by the phone.
- When possible, do not work alone.

Approaching strangers in the workplace:

- Be friendly but assertive.
- Ask if you can direct the person.
- If the person is hostile, retreat and call BJLC Security by dialing number 88 on the phone and say ‘red’ or call 911 in an emergency.
- **Do not** attempt to evict the person yourself.

Safety on the go:

- Stay in busy, well lit areas. Do not take shortcuts through low-traffic areas.
- Use caution when stopping to give strangers information or directions, especially at night.
- If you suspect you are being followed, be suspicious. Keep checking behind you so the person knows you cannot be surprised. Change directions, cross the street and go to a busy, well lit area. Report the incident to the RCMP immediately.
- Park your car or bicycle in a busy, well lit area.
- Be alert as you return to your vehicle. If someone is hanging around - leave. Have your keys ready and check your backseat before getting in your car. Lock your door and keep your windows rolled up.

If you feel threatened:

- Trust your feelings.
- Put distance between yourself and the other person.
- Use assertive verbal language and strong body language.
- Get the attention of others - YELL!

If you witness a crime:

- Call 911 and then BJLC Security (84).
- Do not place yourself in danger by attempting to apprehend or interfere with a suspect.
- Get a good description of the suspect. Note physical characteristics, clothing, direction and mode of travel.
- Note the license plate number as well as the make and colour of any vehicle which may be involved.