

MEDICAL EMERGENCY

Resources

Ottawa Hospital - Civic or General Campus	(613) 722-7000
Telehealth Ontario	1-866-797-0000
Poison Control Center	1-800-268-9017
Drug/ Alcohol/Gambling	1-800-565-8603
Ottawa Crisis Line	(613) 252-5277
Kids Help Phone	1-800-668-6868
Fem'aide	1-877-336-2433
Sexual Assault Victims	(613) 789-8096
Crisis/Suicide Prevention	(613) 722-6914
Ottawa Police Service	(613) 236-1222
Emergency	911

*There is no emergency department at the Riverside Campus.



EMERGENCY PROCEDURES



**Residence for students of
the University Saint Paul**

150 Hazel Street, Ottawa, Ontario K1S 5T8
613-236-3131
residencesaintpaul.ca
info@residencesaintpaul.ca



EMERGENCY

In case of emergency, call 911.

1. Identify yourself;
2. Explain the situation clearly;
3. Indicate the exact location;
4. Remain calm.

FIRE

If you detect smoke or a burning smell:

1. Close the doors and leave the area;
2. Activate the fire alarm;
3. Call **911**;
4. Alert the other occupants;
5. Use the stairs or the nearest exit;
6. Never use the elevator;
7. Leave the residence immediately and go to the parking lot in front of the Residence;
8. Do not return inside until authorized by the Fire Department.

FIRE ALARM

If you hear the fire alarm:

1. Leave the residence calmly;
2. Use the nearest exit;
3. Take the stairs without smoke;
4. Go to the parking lot in front of the Residence;
5. Wait for instructions from authorized personnel.

BOMB THREAT

If you receive a bomb threat call:

1. Obtain as much information as possible;
2. Take detailed notes;
3. Call **911** immediately;
4. Wait for instructions from the authorities.

NATURAL PHENOMENA

In the event of an earthquake, flood, severe storm, or ice storm

1. Remain calm;
2. Wait for instructions from the authorities.

LOCKDOWN PROCEDURES

A lockdown is used when it is more dangerous to evacuate the premises than to remain inside the building.

During a lockdown, you must:

1. Remain calm and alert;
2. Lock the doors to the area where you are located;
3. Close the windows and curtains (blinds) and turn off the lights;
4. Stay away from doors and windows;
5. Listen carefully to all instructions;
6. Never open the doors;
7. Stay on the floor and make no noise;
8. Do not leave the area where you are;
9. Wait for instructions from the Police Department.

LOSS OF SERVICES

An interruption in electricity, water, gas, or telephone service may constitute an emergency.

1. Remain calm;
2. Wait for instructions from authorized personnel.

SECURITY ALERT

If you believe someone is threatening, violent, or abusive:

1. Call **911**;
2. Identify yourself;
3. Indicate the exact location;
4. Briefly describe the incident;
5. If there is no danger, remain where you are until help arrives;
6. Do not confront the person.

HAZARDOUS SPILL OR LEAK

If you witness a spill or leak:

1. Evacuate the area immediately or
2. Contain the spill only if there is no danger;
3. Call **911**.