



RÉSIDENCE UNIVERSITÉ  
SAINT-PAUL  
UNIVERSITY RESIDENCE

# Emergency Procedures

Guide for staff and occupants of the  
Saint Paul University Residence



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# Chapter I – Program

## Introduction

This guide provides a summary of the emergency management program, including the procedures to follow during various types of incidents.

If you have any questions, please contact Residence Management at 613-236-3131.

## Emergency Response Plan (ERP)

Saint Paul University Residence considers the health and safety of employees, residents, and the environment to be a priority.

The main emergency teams during an intervention are:

### Residence employees

Employees are responsible for following the emergency measures put in place for various situations. The Residence staff team is responsible for coordinating the evacuation, if necessary.

### Saint Paul University Protection Services

Security officers patrol the Residence property and report any emergencies or illegal activity.

*Strongly recommended that anyone with permanent or temporary special needs identify themselves and communicate their needs to Residence management*

## Your role – take action!

As a staff member or resident, you must be prepared to act in an emergency situation. To check whether you are prepared to act in an emergency, ask yourself the following questions:

Do I know:

- The locations of the nearest fire alarms?
- At least two routes to the nearest exits?
- The location of first aid kits?
- Where the outdoor assembly points are?



- The address of Saint Paul University Residence?
- The procedures in this guide?

## During an incident

- Do not hesitate to act;
- Act calmly and in an orderly manner;
- Follow the procedures outlined in this guide;
- Ensure your own safety and, when possible and safe to do so, lend a hand to others;
- Notify 911 and Saint Paul University Security Services as soon as possible and safe to do so;
- Follow the instructions of the Residence, evacuation officers, and external emergency services.

## For non-emergency incidents

- Notify Residence Management.
- Provide the following information:
  - Nature of the incident;
  - Location of the incident (building, floor, room);
  - Your name and the names of those involved;
  - Your contact information so that we can reach you if necessary

*Use your judgement in applying procedures. Always notify Residence management of any threats, unusual situations, or alarming behavior. All information provided will remain confidential.*

# Chapter II – Procedures

## Any incident that threatens life

1. Immediate actions
  - Call 911
  - Provide the following information:
    - Nature of the incident
    - Location of the incident (floor, unit, room);
    - Your name;
    - The phone number you are calling from.





1. Notify the Residence Reception Desk or Saint Paul University Security Services
  - Call 613-236-3131 (Residence) or 613-236-9000 (USP Protection Services);
  - Provide the following information:
    - Nature of the incident;
    - Location of the incident (floor, unit, room);
    - Your name;
    - The phone number you are calling from.
2. Go to Reception

## Medical emergency

### If you need immediate medical attention

1. Immediate actions
  - If possible, notify someone in your immediate vicinity.
  - Call 911.
  - Notify the Residence Reception at 613-236-3131 or USP Protection Services at 613-236-9000

### If you notice that someone needs immediate medical attention

1. Immediate actions
  - Call 911.
  - Notify Residence Reception at 613-236-3131 or USP Protection Services at 613-236-9000
  - Before administering first aid, make sure there is no danger to yourself or the victim;
  - Administer first aid that you are trained to perform;
  - Send someone to meet and direct emergency responders.



## Fire instructions

1. Immediate actions – If you discover a fire
  - Leave the scene of the fire immediately.
  - Close all doors behind you;
  - Activate the fire alarm as soon as possible;
  - Alert the occupants of the building;
  - Calmly evacuate the building using the nearest accessible emergency exit.  
**Do not use the elevators;**
  - Proceed to the designated assembly areas (parking lot in front of the Residence);
  - Once you have left the building, do not return until you have received permission from a fire department official.
2. Raise the alarm
  - When it is safe and possible, call 911 and then USP Protection Services at 613-236-9000.
  - Provide the following information:
    - Your name
    - The location of the fire
3. Audible alarm (ALARM level)
  - Follow the instructions of the evacuation officers.
  - Evacuate the Residence using the nearest available emergency exit or by following the instructions of the evacuation officers;
  - Proceed to the designated assembly areas (parking lots in front of the Residence);
  - People with reduced mobility will be evacuated by evacuation officers with the help of volunteers or by the Fire Department.
4. If evacuation is impossible
  - Place cloths, preferably wet, around the door cracks and at the bottom of the door to prevent smoke from entering the room.
  - Close as many doors as possible between you and the fire.
  - If smoke enters the room, stay as close to the floor as possible, breathe shallowly through your nose, and use a handkerchief or cloth as a filter for your mouth and nose.
  - If necessary, attract attention at a window, but do not break it unless absolutely necessary.



## Bomb threat

### If you receive a bomb threat

Even though most alerts are false, they must all be taken seriously to ensure the safety of users and property.

#### 1. Immediate actions

- Listen;
- Remain calm and courteous—do not interrupt the caller;
- Notify a colleague or supervisor if possible;
- Write down the phone number if you have caller ID;
- Write down the date and time.

#### 2. Obtain as much information as possible

- Exact terms used by the caller;
- Is there one bomb or several?
- What time is the bomb set to explode?
- Where is the bomb located?
- Does the caller seem to know the location?
- What does the bomb look like?
- Where is the caller calling from?
- What is his name?
- Why did they plant the bomb?

#### 3. Identification of the caller

Does the voice sound familiar to you?

- Information to obtain from the caller:
  - Gender
  - Age
  - Language spoken
  - Voice type
  - Pronunciation
  - Tone
  - Background noise



4. Communication of information obtained
  - If someone is communicating with 911, take the communication and provide the information received during the call (steps 1, 2, and 3).
  - Provide the following personal information:
    - Name
    - Phone

## If you are notified of a bomb threat

1. Immediate actions
  - If someone informs you that they have received a bomb threat, immediately contact USP Protection Services at 613-236-9000.
  - Notify your supervisor.
  - If your supervisor or USP Protective Services notifies you of a bomb threat, alert the staff in your immediate vicinity and prepare to evacuate.
2. Preparing for evacuation
  - Remain calm.
  - Follow the instructions of your supervisor and/or USP Protection Services.
  - Prepare your personal belongings.
3. Visual inspection
  - The supervisor coordinates the visual inspection of your immediate area;
    - Do not touch anything;
    - Identify any unusual smells or noises;
    - Identify any suspicious objects.
    - Use a piece of paper with an arrow to indicate the location of the suspicious object and write the words
    - "suspicious object" on the same sheet. Make sure the sheet of paper is securely attached.
    - Report any suspicious objects to USP Protective Services.
  - Open drawers, filing cabinets, doors, windows, etc. for the team conducting the detailed search.
4. Evacuation
  - Once the evacuation routes and reception area have been visually inspected by USP Protection Services:
    - Remain calm.
    - Follow the instructions of your supervisor and USP Security Services;





- Take your personal belongings;
- Take note of and report any suspicious objects identified during the evacuation;
- Proceed to the designated assembly areas (parking lots in front of the Residence).

## Major violent incident

### Concealed weapon

If you discover that an individual is in possession of a concealed weapon, if possible and safe to do so, do the following:

1. Immediate actions
  - Do not approach;
  - Do not argue;
  - Do not investigate;
  - Leave the area discreetly.
2. Notify emergency services
  - As soon as it is safe and possible, call 911 first, then USP Protection Services at 613-236-9000
    - Give your name;
    - The location of the armed individual or individuals
    - (be as specific as possible);
    - The number of individuals, their identities, and their descriptions
    - The type of weapon(s) the individual has in their possession.

### Unconcealed weapon or assault

If you are in the immediate vicinity of an individual carrying an unconcealed weapon or an assailant, if possible and safe, do the following:

1. Immediate actions
  - Leave the immediate vicinity of the armed individual or assailant;
  - Do not evacuate the building, but take shelter in a safe place as soon as possible (see Lockdown below).

*If you have left the scene of the attack or if a lockdown has been announced by USP Protection Services, if possible and safe, do the following:*



## 2. Lockdown

- Do not evacuate, but take shelter in a safe place as soon as possible
- Stay out of sight and out of the line of fire;
- Do not use cell phones and put them on silent mode;
- Turn off all other equipment.
- Remain silent as if no one else is in the room;
- If possible and safe, call 911 first and then USP Protection Services at 613-236-9000:
  - Give your name;
  - The location of the armed individual or individuals (be as specific as possible);
  - The number of individuals, their identities, and their descriptions;
  - The type of weapon(s) the individual has in their possession.
- If possible and safe, stay on the line;
- Wait, do not open the door to anyone asking to enter;
- Do not respond to other alarms unless there is obvious danger.

## 3. Release

- Only exit when instructed to do so by a uniformed police officer and confirmed by USP Protection Services;
- Remain calm and alert;
- When leaving the premises, keep your hands empty and raise your arms in the air;
- Follow the instructions of the nearest police officer.

## Hostage-taking

If you are taken hostage, keep in mind that the attacker is emotionally unstable. The first 45 minutes are the most dangerous. If you are ever taken hostage by an attacker:

### 1. Immediate actions

- Do not resist;
- Follow the attacker's instructions;
- Be patient with the attacker and remain as calm as possible.

### 2. During the hostage situation

- Be vigilant;
- Avoid any action or gesture that could aggravate the situation



- (e.g., sudden movements);
- Do not provoke the attacker or make provocative statements;
- Reassure each other;
- Do not provide information spontaneously.

### 3. Release

- Remain calm and alert;
- When leaving the hostage site, keep your hands empty and raise them in the air;
- Follow the instructions of the nearest police officer.

## Sexual assault

If you are contacted by someone who informs you that they have been sexually assaulted, follow these instructions:

### 1. Immediate actions

- Remain calm and listen to the information being given to you (remember that you are probably the first or only person to whom the victim is communicating this information).
- Ask when and where the assault took place.
- If it happened recently, evidence of the crime may still be present at the scene. If this is the case, do not try to interfere with or contaminate the evidence.
- Encourage the person to report the incident to the police and seek medical help or counseling. If possible, offer to accompany them to counseling (2<sup>nd</sup> floor).
- Notify the Residence Management, but always respect the person's privacy and keep the information collected confidential.

## Suicide

Suicide is above all a human problem, an extreme act whose violence and despair disturb, challenge, and raise questions.

There are various suicide prevention centers. These crisis centers are there to help people who need comfort, assistance, etc.

### 1. Immediate actions

- Remain calm and listen to the information given to you.
- Encourage the person to contact a crisis center or 911.
- Notify the residence management, but always respect the person's privacy and keep the information collected confidential.



## Threatening or malicious calls

1. Immediate actions
  - Do not hang up, but listen;
  - Remain calm and courteous; do not interrupt the caller.
  - Notify a colleague/supervisor (e.g., by means of a written note).
  - Date and time;
  - Write down the phone number if you have caller ID.
2. Obtain as much information as possible
  - Exact terms used by the caller;
  - What is the interlocutor threatening to do and how?
  - At what time and where is the threat to be carried out?
  - Does the caller seem to know the location?
  - Where is the caller calling from?
  - What is their name?
  - Why are they making this threat?
3. Identification of the caller
  - Does the voice sound familiar to you?
  - Information to obtain from the caller:
    - Gender
    - Age
    - Language
    - Voice
    - Speech rate
    - Pronunciation
    - Tone
    - Background noise
4. Share the info you get
  - Notify USP Protection Services at 613-236-9000 and communicate the information obtained
  - (steps 1, 2, and 3);
  - Notify your supervisor.



## Threatening or malicious voicemail or email

1. Immediate actions
  - Voice message – Immediately notify USP Protection Services at 613-236-9000 and then your supervisor;
  - Email – Do not delete it and immediately notify USP Security Services at 613-236-9000 and then your supervisor.

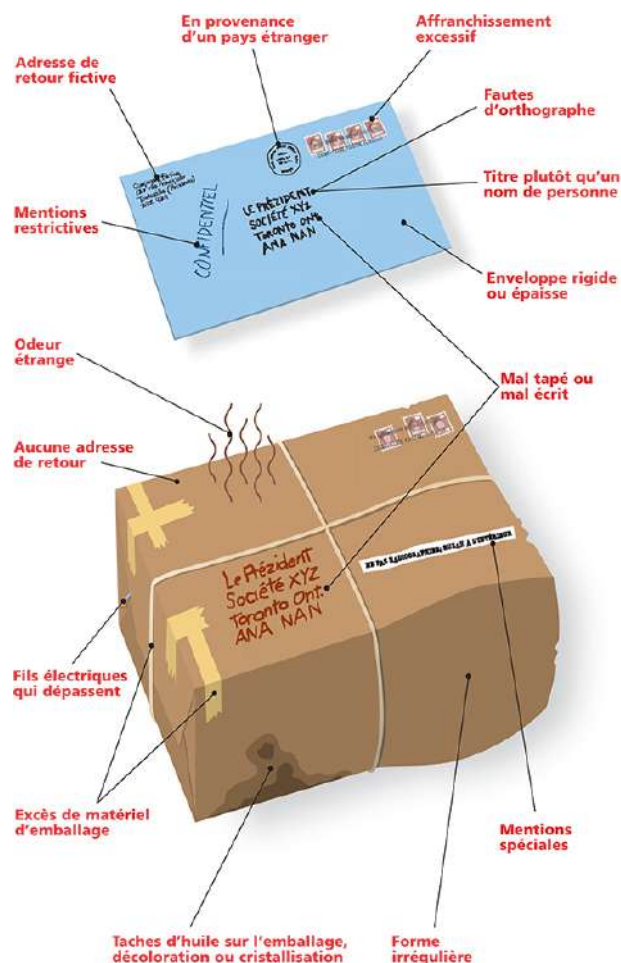
## Threatening or malicious letter or fax

1. Immediate actions
  - Keep all documents and packaging.
  - Avoid handling the documents and packaging;
  - Notify USP Security Services at 613-236-9000 and your supervisor;
  - Wait for a Security officer to arrive to take possession of the documents and packaging.

## Suspicious envelopes and packages

An object containing chemical, biological, or explosive agents has one or more of the following characteristics:

- Appearance that makes the recipient uncomfortable without being able to explain why;
- Package that does not look commercial;
- Leaking liquids;
- Makeshift packaging (e.g., poorly fitting envelope);
- Particularly thick or airtight packaging
- (e.g., both tape and string);
- Unsolicited or unexpected shipment;
- Impression that there are wires or a metal sheet inside;
- Unusual or unusual delivery method;
- Odors or noises emanating from the object;





- Perforation;
- Abnormal weight;
- Position close to a ventilation system;
- Sensation that the envelope contains a powdery substance;
- Grease stains.

## Suspicious unopened letter or package

1. Immediate action
  - Avoid opening, moving, or handling it;
  - Isolate the letter or package;
  - Evacuate and isolate people who have had contact with the letter or package for investigation and medical evaluation;
  - Do not use a radio or cell phone;
  - Evacuate the immediate area;
  - Notify USP Protection Services at 613-236-9000 and your supervisor.

## Letter or package opened with suspicious substances leaking

1. Immediate actions
  - If you have picked up the object, place it down carefully and move away;
  - Do not pass it to anyone else or move it to another location;
  - Above all, do not attempt to clean up any powder or liquid that may have leaked.
  - Contain the spill if possible.
  - Isolate and cover the letter or package (e.g., with a coat).
  - Limit exposure to people in the vicinity.
2. Exposure control
  - Do not brush the substance off clothing or the body;
  - Do not touch your face to avoid contamination of the eyes, nose, or mouth;
  - Wash your hands, if possible without leaving the immediate area;
  - If possible, ask people to carefully remove their contaminated clothing and place it on the ground. If they need to remove a sweater or similar garment, avoid pulling it over their head. In such cases, cut the garment or wet it.
  - Isolate the substance and evacuate the premises.



- Close all open windows. Turn off ventilation, heating, and equipment that circulates air.
- Close the door to the contaminated room and prevent anyone else in the building from entering and becoming contaminated.
- Limit exposure to people in the vicinity.
- Evacuate and isolate people who have had contact with the substance, letter, or package for investigation and medical evaluation.
- Evacuate the immediate area.
- Notify your supervisor and USP Protection Services at 613-236-9000.
- Wait for emergency responders to arrive.

## Toxic fumes or vapors

### 1. Immediate actions

- If you notice unusual odors, notify your supervisor and USP Protection Services at 613-236-9000;
- If one or more people in your immediate vicinity are feeling ill (e.g., headache, nausea, or burning eyes), evacuate the area immediately.
- If the situation appears to be life-threatening (e.g., difficulty breathing, unconscious persons), activate the nearest fire alarm to alert other occupants.

### 2. Evacuation

- Evacuate the building.
- If possible, face into the wind to reduce the risk of contamination.
- Do not touch your face to avoid contamination of the eyes, nose, or mouth;
- Wash your hands.
- If possible, ask people to carefully remove their contaminated clothing and place it on the floor. If they need to remove a sweater or similar garment, avoid pulling it over their head. In such cases, cut the garment or wet it;
- Notify your supervisor and USP Protection Services at 613-236-9000.
- Wait for emergency services to arrive.

*Harmful fumes or vapors may be odorless or invisible.*



## Elevator malfunction

### If you hear an elevator alarm ringing

1. Immediate actions
  - Locate the elevator that is out of service.
  - Notify the counter attendant, or contact USP Protection Services at 613-236-9000;
  - Let the people stuck in the elevator know that help is on the way.

### If you are trapped in an elevator

1. Immediate actions
  - Press the door open button again;
  - If the doors still won't open, press the emergency button;
  - Do not try to force the doors open; wait for help to arrive.

## Natural phenomena

Natural phenomena include earthquakes, floods, storms, but do not exclude any other natural phenomena.

These natural phenomena give no warning or advance notice. Planning to respond to these phenomena will be minimal because no one can predict the scale and scope of the situation. In any such situation, USP Management or Protection Services will contact the resources involved in emergency measures. From that point on, an informed decision will be made to ensure the protection of residents. However, it is necessary to develop different emergency response scenarios.

## Earthquake

This phenomenon creates the possibility of falling materials or other objects. It can affect water and gas lines, which can lead to a series of catastrophic events. Open areas outside, away from buildings, are the safest places.

### If you are indoors:

- The key words are: **drop, cover, and hold on!**
- Take shelter under a table or desk or stand against an interior wall; stay away from windows and objects that could fall and injure you.
- Try to hold on to the furniture or object you are using for shelter.



- Cover your head, neck, and chest as much as possible.
- If you are in a wheelchair, lock the wheels and get as low as possible.
- Do not stand in a doorway.
- Do not leave the building until it is safe to do so; after the earthquake, wait several minutes and then assess the situation to determine if it is safe to leave.
- Leave the building carefully and avoid sources of danger (fallen ceiling tiles or lights, broken glass, or major structural damage).
- Do not use the elevator.
- Do not sound the fire alarm unless there is actually a fire, as the evacuation movement may unnecessarily expose people to danger.
- Do not use landline or cell phones, except to report an emergency or injuries.
- Wait for instructions from university officials or other emergency responders.

#### **If you are outside:**

- Stay outside.
- Stay away from buildings, trees, and power lines.
- Avoid sources of danger.

## **Flooding and major water leaks**

#### **In case of a leak:**

- Notify management or USP Protection Services at 613-236-9000 immediately of any major water leak.
- If it is safe to do so, move items that are at risk of further damage away from the water.
- If you are indoors and it is possible, turn off and unplug all electrical equipment; the Facilities Department will shut off the power if necessary.

#### **In case of flooding:**

- Move to higher ground or leave the premises.
- If you are outside, stay away from floodwaters and go to higher ground.
- Be careful; the water may be contaminated with oil, gasoline, sewage, or be electrically charged.
- Stay away from moving water; just 6 inches of water is enough to knock you off your feet.
- Follow the instructions of emergency responders.

\*In the event of a minor leak that is unlikely to cause damage (leaky faucet, running toilet, etc.), contact the Residence reception desk at 613-236-3131.



## Severe weather

Bad weather conditions affecting the Ottawa area (heavy snow, freezing rain, cold weather, lightning, etc.) can generally be predicted. Decisions about what measures to take will depend on the intensity and expected duration of these weather conditions. Information will be communicated in a timely manner through the Residence's usual communication channels (email, text messages, etc.). However, some extreme weather events can be sudden and unexpected.

### In the event of a tornado:

- Carefully stop what you are doing.
- Whether you are on foot or in a car, do not try to outrun the tornado.
- If you are outside, head for the nearest building, taking care to avoid being hit by debris.
- If possible, go to the basement of the building; if there is no basement, go to the lowest floor, to a room in the center of the building, and stand in the center of the room.
- If possible, take shelter under sturdy furniture (table, desk, etc.) in the center of the room.
- Do not take refuge in an elevator.
- Stay away from corners of the building, windows, doors, and exterior walls.
- Protect your head and neck with your arms and hands.
- If there are no buildings nearby, lie down on the ground; protect your head and neck with your arms and hands.
- If you are in a wheelchair, lock the wheels and lower yourself as much as possible.
- Stay where you are until the tornado has passed or emergency responders tell you that it is safe to move.
- Follow all instructions from emergency responders.



## Chapter III – Special Needs

### People with special needs

It is desirable and strongly recommended that all persons with special needs identify themselves to the Residence management team.

### How can you help someone with special needs?

#### Remember:

- Some limitations are more obvious than others;
- Some limitations are accompanied by speech and/or communication difficulties (e.g., the person with a limitation must read lips).

#### Ask yourself the following questions:

Does the person:

- Does the person want your help?
- Don't assume they need your help. Let the person tell you what you can do to help them.
- Am I speaking clearly?
- Avoid shouting or speaking quickly. Don't slow down your speech in a way that might seem offensive.
- Have I found an effective way to communicate?
- E.g., drawn or written instructions. Use landmarks instead of left, right, etc.
- Am I patient and flexible?
- Do I look the person in the eye when I speak to them?
- talking to them?
- Do I need to repeat instructions?
- Have I asked the person if they are taking any medication?
- Never offer them medication that has not been prescribed by their doctor;
- Did I follow the instructions posted on the equipment or assistive device? Do not attempt to lift or support a person or help a person move if you are not familiar with the safety techniques to follow. Never give food or liquids to an unconscious or unresponsive person.
- Did I ask the person with special needs if there are any parts of their body where they have less sensation and if they want me to check for injuries?

*Be aware that some people with disabilities may require you to wear latex-free gloves to avoid transmitting a viral infection to them.*





For more information, visit:

- <https://www.preparez-vous.gc.ca/>
- <https://www.ontario.ca/page/emergency-management>

## EMERGENCY NUMBERS

|                                                                              |                     |
|------------------------------------------------------------------------------|---------------------|
| The Ottawa Hospital – Riverside Campus <a href="#">Directions &amp; Maps</a> | (613) 738-8400      |
| The Ottawa Hospital – Civic Campus <a href="#">Directions &amp; Maps</a>     | (613) 722-7000      |
| The Ottawa Hospital – General Campus <a href="#">Directions &amp; Maps</a>   | (613) 722-7000      |
| Telehealth Ontario                                                           | 1-866-797-0000      |
| Poison Control Center                                                        | 1-800-268-9017      |
| Drug/Alcohol/Gambling Problems                                               | 1-800-565-8603      |
| Ottawa and Region 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      |
| Ottawa Fire Department – Station 12                                          | 311 or 613-580-2400 |
| Ottawa Paramedic Service                                                     | 911                 |

\*\* There is no emergency department at the Riverside Campus.

\*\* The emergency departments at the Civic and General campuses are open 24/7.

## Chapter IV – Training for Evacuation Officers

### Identifying employees and their roles

**ASK PEOPLE TO LEAVE QUICKLY = EVERYONE'S ROLE!**

Manager (day)

Customer service representative (evening)

- Acts as coordinator;
- Contacts the fire department;



- Contacts USP Protection Services at 613-236-9000;
- Ensures evacuation of the reception area, public restrooms, lounge/kitchen, and customers on the <sup>first</sup>floor;
- Stands near the main door and directs people outside to the meeting point: parking lot in front of the Residence, and asks them to wait for instructions.

#### **Customer service attendant (day or evening)**

- If the employee is alone at the counter, they must contact USP Protection Services at 613-236-9000;
- Ensures the evacuation of the reception area, public restrooms, lounge-kitchen, and customers on the 1<sup>st</sup>floor;
- Stand near the main door and direct people outside to the meeting point: the parking lot in front of the Residence, and ask them to wait for instructions.

#### **Residence staff but not on duty**

- Go outside through the nearest emergency exit, making sure to knock on doors along the way.
- IMPORTANT: assist the customer service representative on duty by directing traffic.

#### **Protection Services Services**

- Patrol the floors, stairways, and exit doors other than the main door.
- Direct people to the exits to ensure that no one is left behind.
- Ensure that stoves are turned off;
- Then direct people outside to the meeting point: parking lot in front of the Residence;
- Instruct people to wait for further instructions.

#### **IMPORTANT:**

- ✓ Ensure that the emergency route is clear to allow access for firefighters.
- ✓ Once people are outside, it is important as a team to talk to them and keep them in the same place.

### **Identification of the evacuation team**

- Primary: Operations Manager – Joel Grimard



- Secondary: Administrative Assistant – Meriem El Mekkaoui
- Others: Customer Service Representative
- Others: USP Protection Services
- Others: All employees when they are at the residence (even when off duty)

## Role of the evacuation officer

- Contact emergency services at 911;
- Check the building's emergency exits;
- Evacuate people from the building to the exits;
- Exit and direct people to the assembly areas (parking lot in front of the Residence);
- Once outside, relay information to the USP Buildings Department and Residence management.

## Role of the substitute officer

- If the primary evacuation officer is absent, the substitute officer must replace them and perform the same duties.

## How to prepare as an evacuation officer

- Explore the building and emergency exits;
- Report any risks detected to the administration;
- Discuss with your substitute evacuation officer;
- Take the training courses offered.

## Your equipment – Evacuation officer

- A flashlight;
- A pencil;
- Paper;
- The residence floor plan.

## Assembly areas

- See APPENDIX A
- In case of inclement weather, the assembly area is located at Saint Paul University, in the foyer in front of the entrance to Collège Boréal.



## Residence floor plan + Emergency exits

- See APPENDIX B
- Main door (*entrance and exit*):
- There is obviously only one main door at the front. During the winter, the entrance to this door must also be well maintained to prevent injuries from ice, etc. However, this door must NEVER be blocked at any time.
- Patio door (*entrance and exit*):
- In the reception area on 1<sup>st</sup> floor, there is another door that leads outside to the rear of the residence. This door can also be used in case of emergency.
- Hallway door (*entrance and exit*):
- The third exit is the corridor door on the 1<sup>st</sup> floor, used to access the university.

## Information to be provided to first responders

- Evacuated areas;
- Rooms that cannot be checked;
- The number of people not evacuated, their location, and the reason
- (e.g., someone with reduced mobility);
- Any other relevant issues/information.

## What to say during an evacuation?

- Say calmly but firmly:
  - Exit this way;
  - Do not use the elevator;
  - Do not go to your rooms;
  - When searching rooms:
    - Is anyone here? There is an evacuation!
  - To the assembly areas:
    - "Stay away from buildings—head to the back of the parking lots.

## What to do with a recalcitrant person?

- Inform the person that they are required by law to evacuate the premises.
- Inform the person that there is a possible fine for anyone who does not evacuate the premises;
- Write down their name (if possible) and location and tell first responders;



## Weather conditions

- People must first go to the assembly area to deal with the emergency.
- If weather conditions are unfavorable and evacuation is delayed, instructions will be given by the evacuation officer to remedy the situation:
  - Example (Move to Saint Paul University, to the foyer in front of Boréal College).

## What to do once you have been evacuated and are outside?

- Make sure everyone is in the assembly area.
- Try to ensure that no one leaves the premises by car.
- To facilitate communication, it is recommended that you form a "line" and avoid mingling with the crowd.

## Once the evacuation is complete

- Once the evacuation is complete, the evacuation coordinator or delegate will give the order to re-enter:
  - Pass on the information to people so that they can re-enter the building in an orderly manner;
  - Make a written report of any comments on the process and keep it in the binder provided for this purpose.

## Conclusion

This document should be reviewed by everyone. Part of your job is to familiarize yourself with all the elements mentioned, whether in terms of your role, the physical aspects of the Residence, etc.

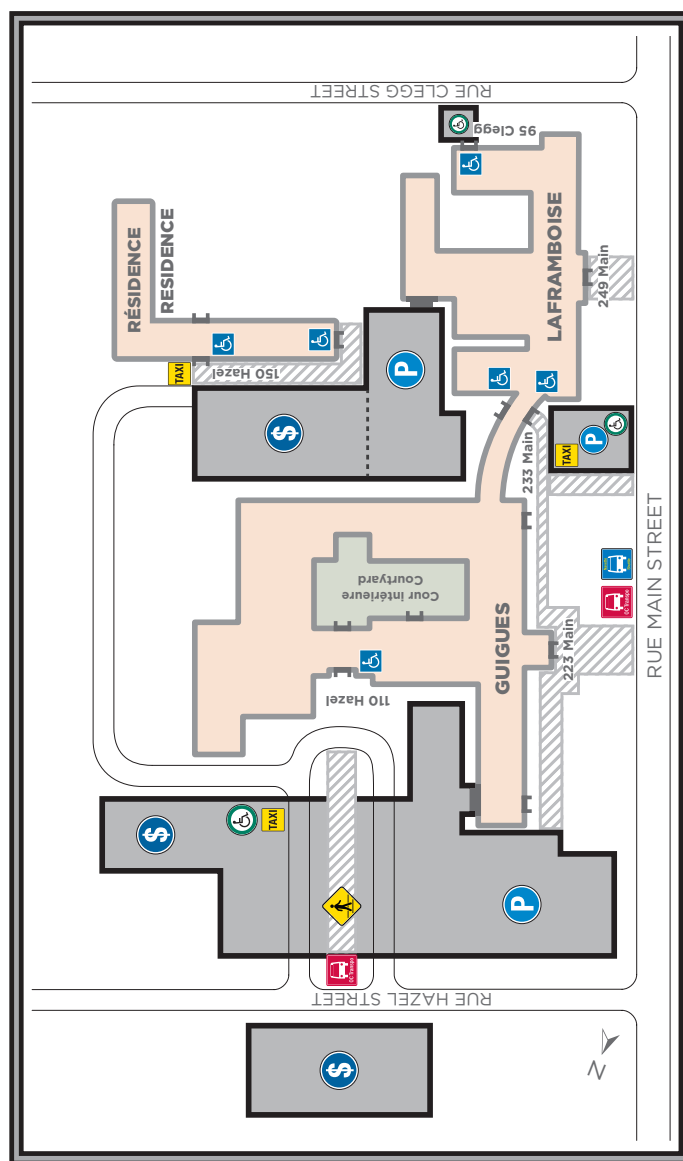
These steps have been developed and implemented to ensure an effective and safe response in the event of a fire, thereby contributing to the well-being and safety of the Residence community.



## APPENDIX A

### Assembly areas

# STATIONNEMENT PARKING



## LÉGENDE / LEGEND

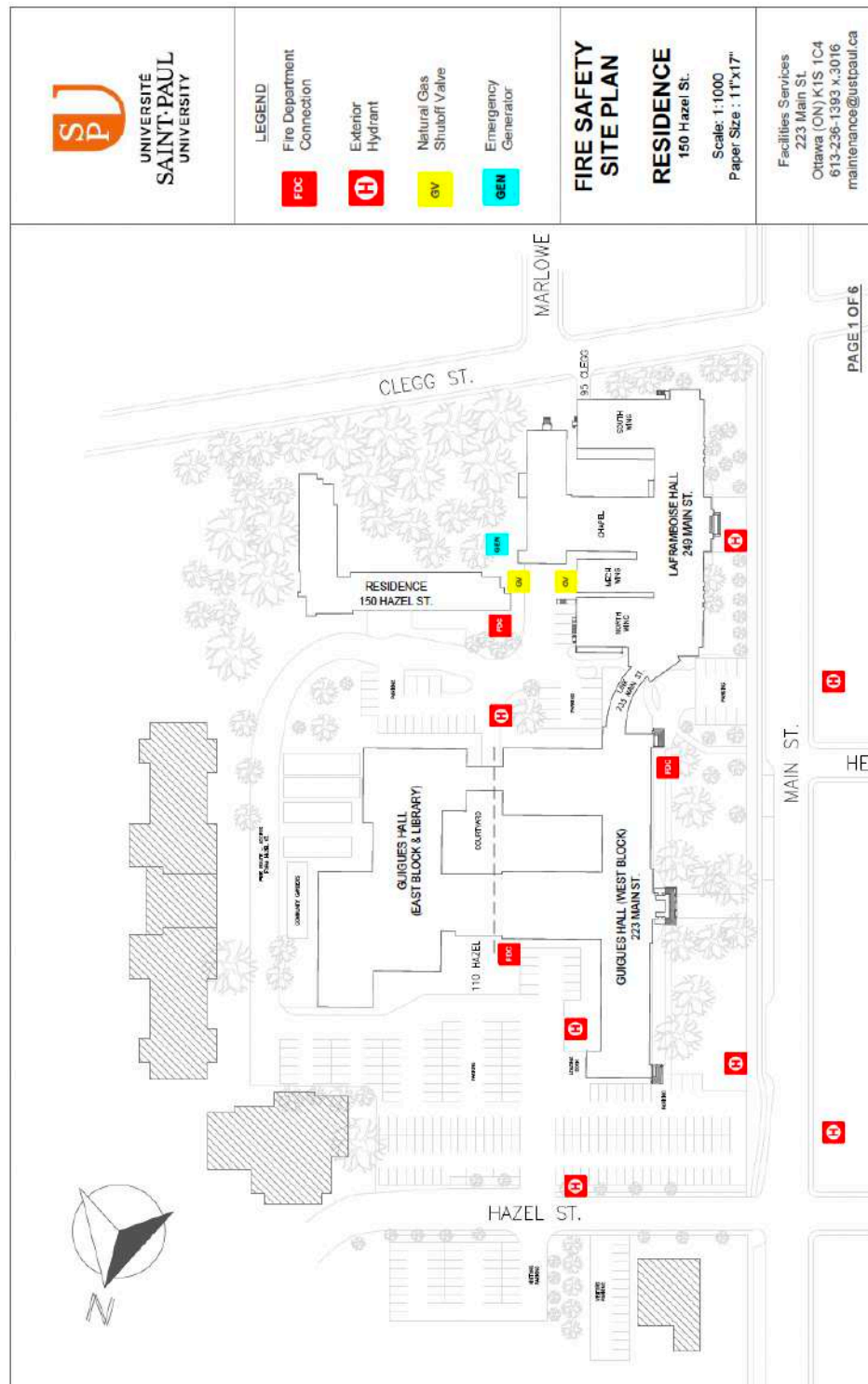
- |                                                         |                                                         |
|---------------------------------------------------------|---------------------------------------------------------|
| <b>Stationnement avec permis</b><br>Parking with permit | <b>Navette / Shuttle</b>                                |
| <b>Stationnement payant</b><br>Paid Parking             | <b>OC Transpo</b>                                       |
| <b>Stationnement accessible</b><br>Accessible Parking   | <b>Taxi - point d'embarquement</b><br>Taxi Pickup Point |
| <b>Accès / Access</b>                                   | <b>Porte d'entrée / Entrance</b>                        |
|                                                         | <b>Quai de déchargement</b><br>Loading Dock             |

UNIVERSITÉ  
SAINT-PAUL  
UNIVERSITY

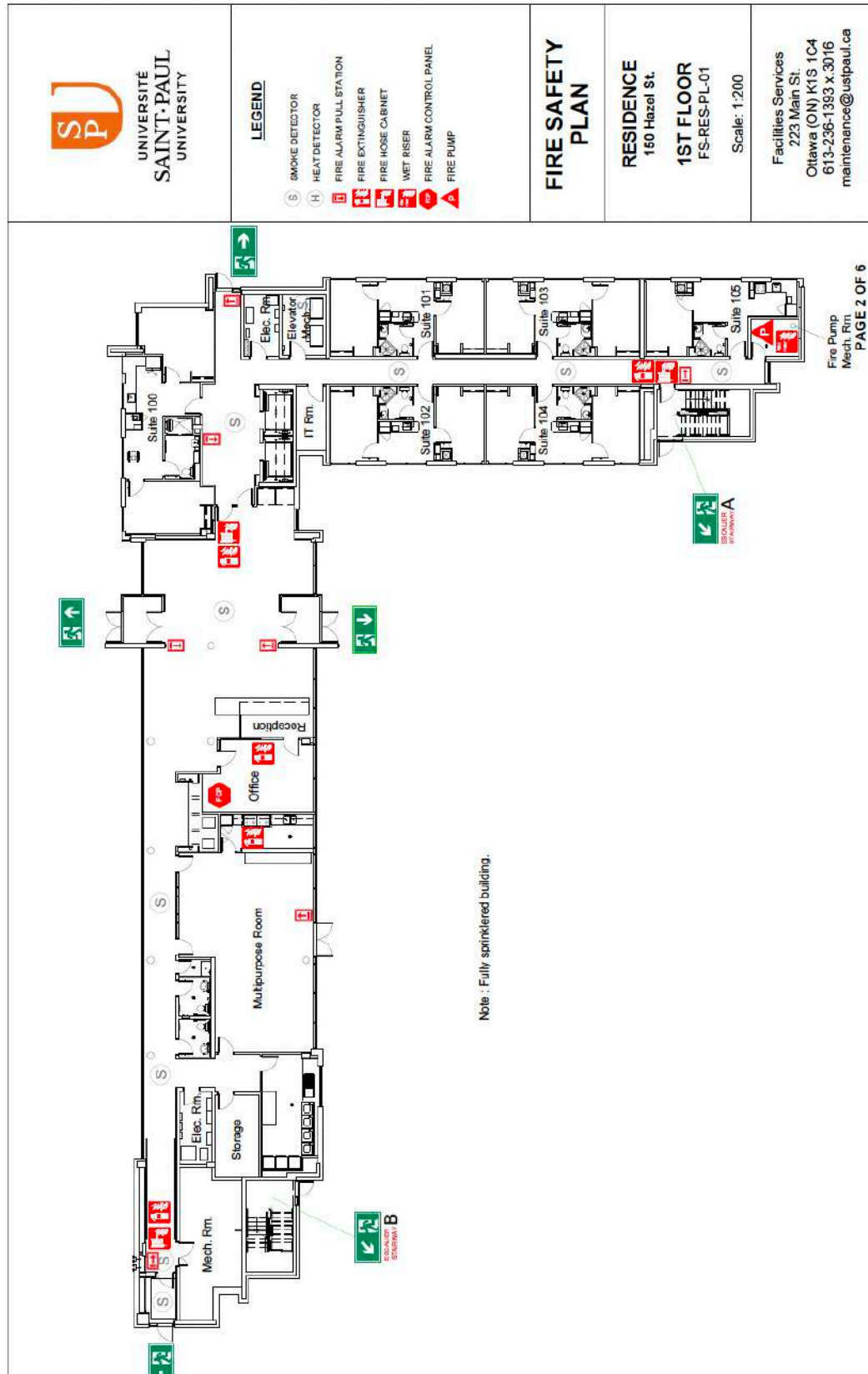


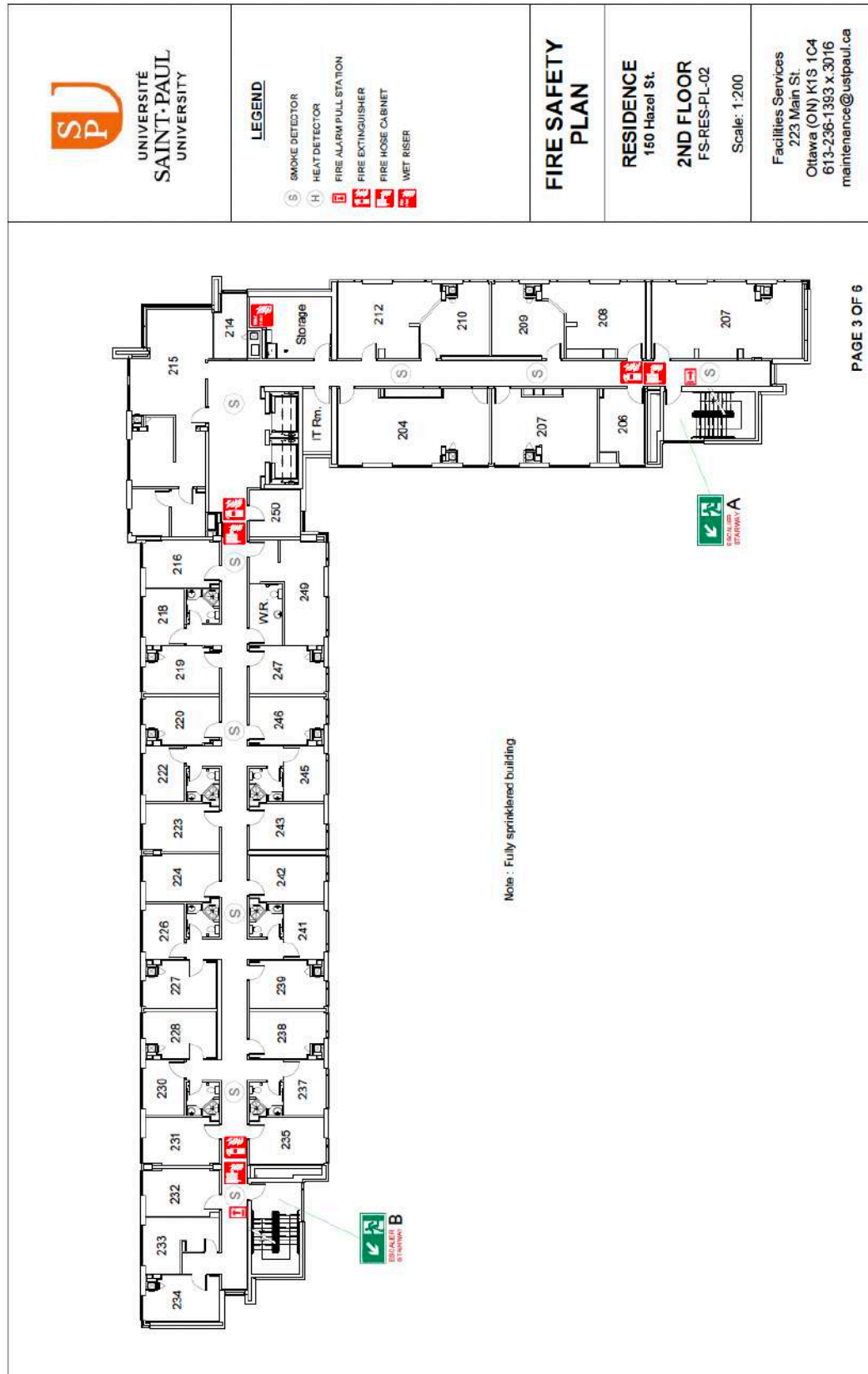
# APPENDIX B

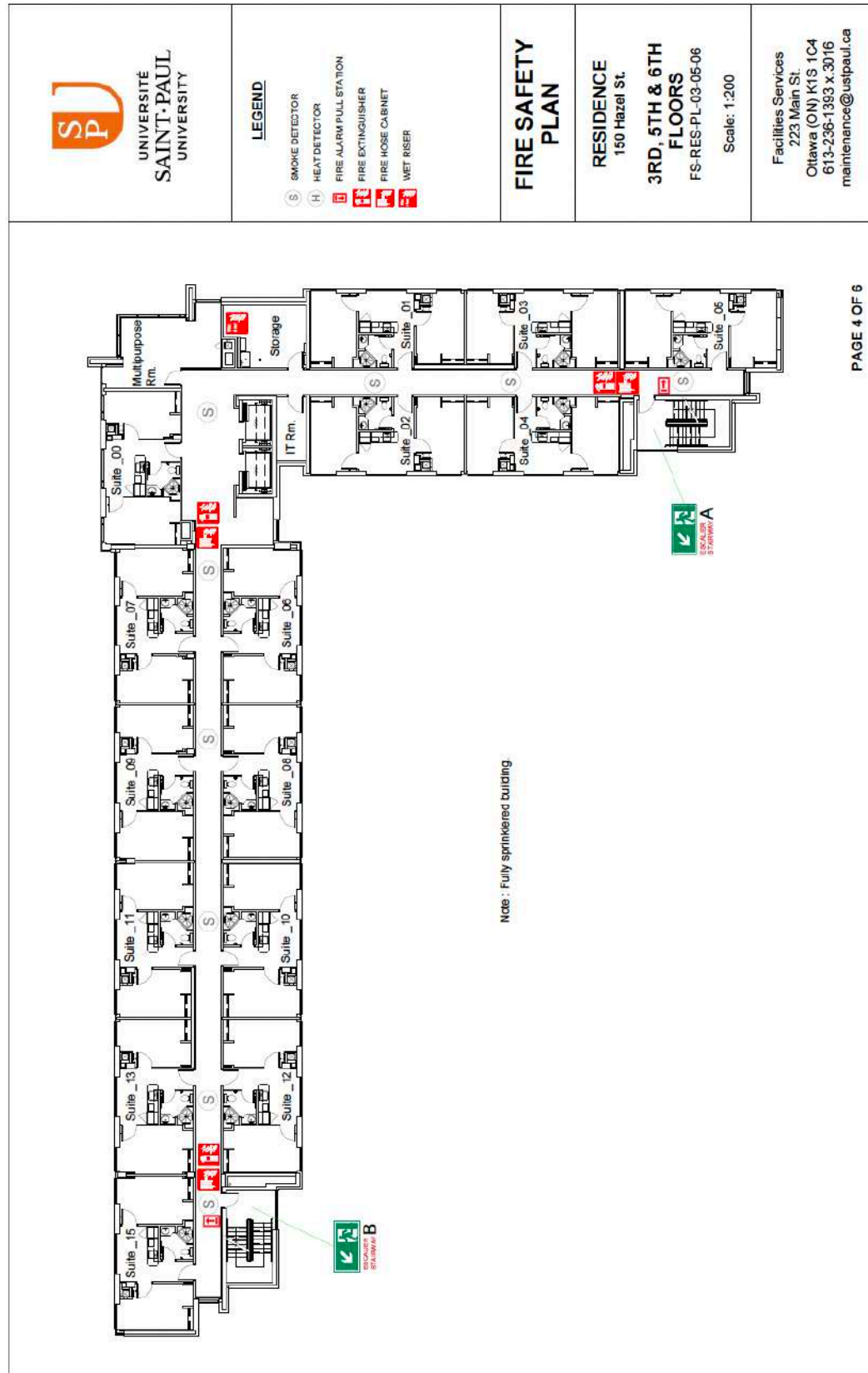
## Residence Floor Plan + Emergency Exits

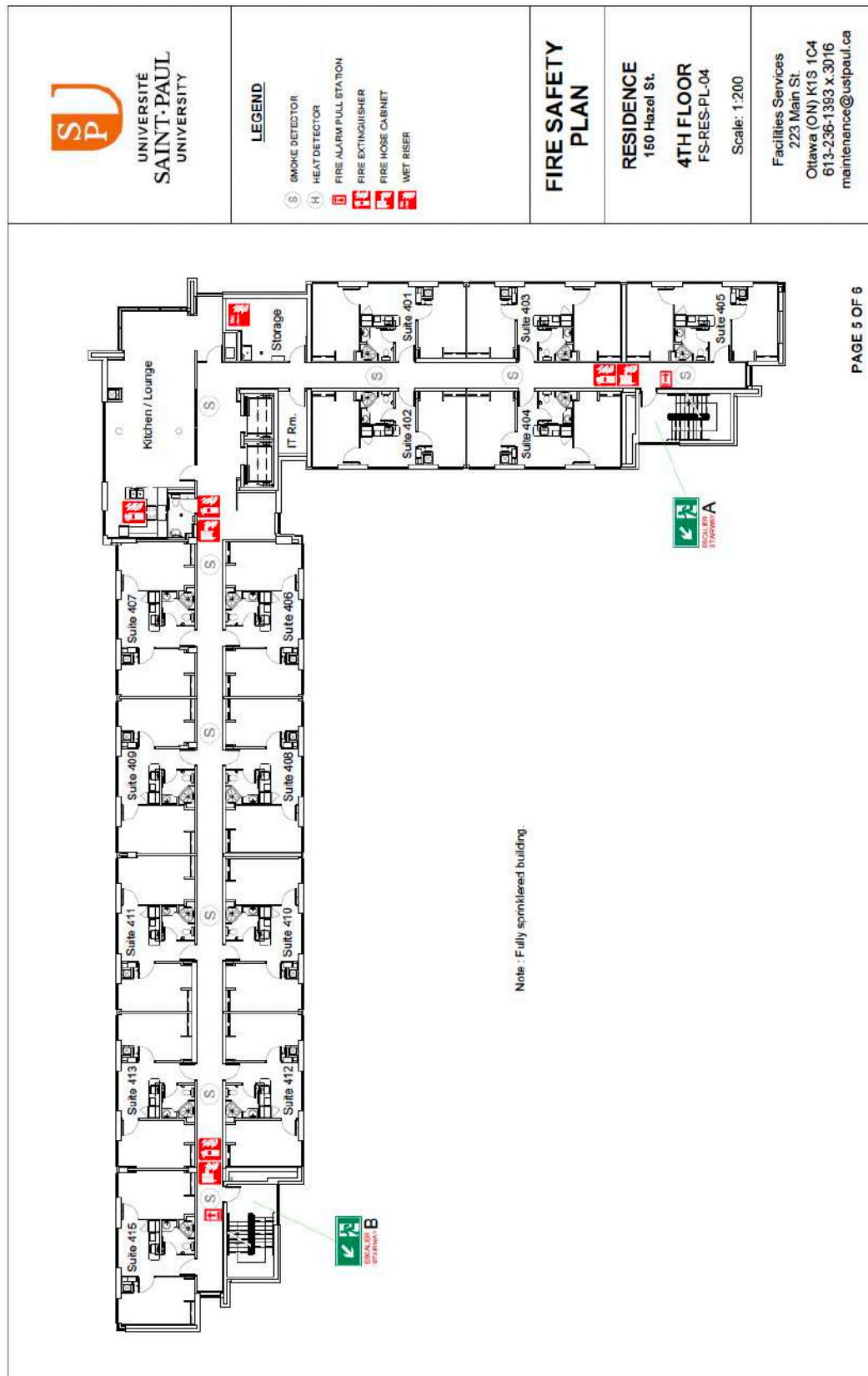


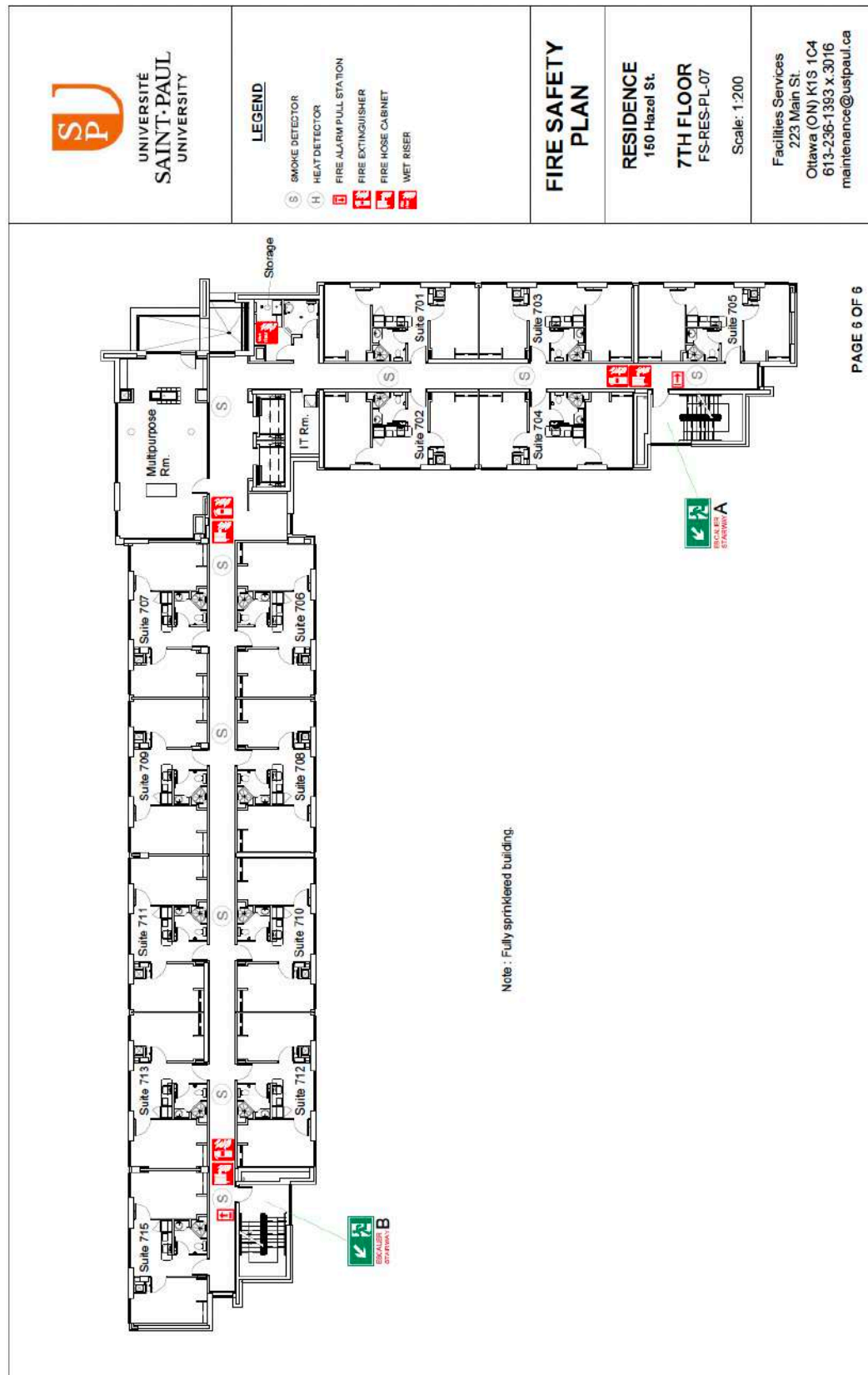














**Saint Paul University Residence**

150 Hazel Street  
Ottawa, Ontario K1S 5T8  
(613) 236-3131  
[info@saintpaulresidence.ca](mailto:info@saintpaulresidence.ca)  
[www.residencesaintpaul.ca](http://www.residencesaintpaul.ca)

