

**Emergency Preparedness Starts with You!****EMPLOYEE'S GUIDE TO EMERGENCY SITUATIONS**

The purpose of this guide is to provide employees of Employment and Social Development Canada (ESDC) with guidance on how to respond to emergencies.

By increasing your level of readiness and response capabilities, you will minimize the initial confusion and response time.

This guide should be used in conjunction with other complementary emergency procedures, such as the Building Emergency Evacuation Plan, that have been implemented by your management team or the Building Emergency and Evacuation Team (BEET). The items in this guide are provided in alphabetical order for ease of reference.

**BE PREPARED:**

- Read the [72 Hours Guide](#) from Public Safety Canada.
- Make your manager/supervisor aware of any medical need or limitation for which you may require assistance during an emergency. Complete the [Persons Requiring Assistance \(PRA\) Form](#). This will allow for appropriate plans or measures to be established ahead of time and implemented assisting you during such an emergency.

**KNOW WHAT TO DO:**

- **STAY Calm, Think Clearly, Act Decisively.**
- **Never needlessly put yourself or others in danger.**

**KNOW YOUR BUILDINGS:**

- Pre-determined Emergency Meeting Location for your Unit.
- Emergency Procedures, Fire Alarm Pull Stations, Evacuation Routes, First Aid Kit locations.
- Safest site for shelter-in-place, near your closest location.

**KNOW YOUR CONTACT:**

- Contact list for your Team (Unit, Division, or Directorate).
- First Aid Attendants on your floor.
- Emergency Contact Lists: Security (Practitioners), Emergency Management and Business Continuity Team, Building Emergency and Evacuation Team, etc.

**REMEMBER:**

Questions pertaining to emergency operations should be forwarded to [Regional Senior Managers, Internal Integrity and Security \(IIS\)](#). Contact your respective Senior Manager IIS for further information on the Regional Emergency Operations Centres, or the [National Emergency Operations Centre](#).

A [Security Incident Report Form](#) (ADM 3061), and any other relevant forms or reports must be completed for all incidents and forwarded to your manager/supervisor as soon as possible.

A crisis can be stressful and/or generate fear and anxiety. The [Employee Assistance Program](#) is available by phone 24/7 to obtain professional assistance at 1-800-268-7708 or 1-800-567-5803 (TDD).

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## BOMB THREAT

Bomb threats could come by way of an e-mail message, a letter or a telephone call indicating that a bomb has been placed in a specific location or will be detonated at a given time.

### BE PREPARED:

- Keep the [ESDC Form in the Event of a Bomb Threat](#) by your phone.

### **BOMB THREAT RECEIVED BY MAIL (E.G., LETTER, PACKAGE), E-MAIL, VOICE MESSAGE:**

#### **DO:**

- STAY CALM.
- Notify your manager/supervisor and Security as soon as possible.
- Take information down (i.e., phone number, name if given, specific statement, etc.).
- Complete the [ESDC Form in the Event of a Bomb Threat](#) and give it to your manager/supervisor.
- Be available to provide information to emergency responders.

#### **DO NOT:**

- Delete the e-mail message or discard the letter, simply close the e-mail message, or put the letter back in its original envelope.

### **BOMB THREAT RECEIVED BY TELEPHONE:**

#### **DO:**

- STAY CALM and courteous.
- Listen carefully and do not interrupt the caller.
- Obtain and note as much information as possible without interrupting the caller (refer to characteristics listed in the [ESDC Form in the Event of a Bomb Threat](#)).
- Note the telephone number on the caller ID window if possible.
- Use a pre-arranged signal or Instant Messaging; notify your manager/supervisor (if possible) or a colleague while the call is still ongoing. Your manager/supervisor/colleague should immediately **Call 9-1-1** and contact Security.
- Complete the [ESDC Form in the Event of a Bomb Threat](#) and give it to your manager/supervisor.

#### **Once the phone conversation has ended:**

- Initiate call-tracing action (if available).
- Remain available to provide information to Security, emergency responders or the Building Emergency and Evacuation Team.
- Await further instructions from Security, emergency responders or your Building Emergency and Evacuation Team.
- If an evacuation is ordered, follow the instructions from Security or the Building Emergency and Evacuation Team.

#### **DO NOT:**

- Interrupt the caller.
- Hang up the phone.
- Discuss the threat with any other employees to avoid a panic situation.
- Touch anything you think could be a bomb.



➔ **Read More:** [Bomb Threat](#)

## BUILDING EVACUATION

Building evacuations are conducted as a result of a fire in the building or another hazard.

### BE PREPARED:

- Read the evacuation plan or emergency procedures for your building.
- Locate at least two emergency exits near your workstation.
- Know the location of your floor emergency wardens and First Aid Attendants.
- Know what the alarm(s) of your building sound like.
- Inform your manager/supervisor should you require assistance to evacuate.
- Volunteer to be part of your floor emergency team.

### DO:

- STAY CALM.
- Stop what you are doing.
- If you feel it is safe to do so, lock your computer and put away sensitive documents.
- Unless otherwise instructed in the Building Emergency and Evacuation Plan for your workplace, take your coat, shoes, purse, medications, etc., when leaving as you do not know when you will be allowed to re-enter. Assume you are not returning.
- Evacuate using the nearest safe exit and follow the instructions of your Building Emergency and Evacuation Team.
- If you are hosting any visitors at the time of evacuation, have them remain with you as you evacuate.
- Use the stairs, not the elevators.
- Go to your pre-determined Emergency Meeting Location at least 100 m away from the building.
- All managers/supervisors must account for their staff and must notify higher levels of management if employees are missing.
- Await further instructions from the Building Emergency and Evacuation Team or emergency responders.

### DO NOT:

- Panic.
- Return to your workstation to collect your belongings if you are in the building but away from your workstation on another floor.
- Attempt to return to the building until told to do so by the Building Emergency and Evacuation Team or emergency responders.

### IF YOU ARE A PERSON REQUIRING ASSISTANCE:

- Advise your manager/supervisor of your needs in advance so that an appropriate plan can be pre-established in coordination with your floor Building Emergency and Evacuation Team. Complete the [Persons Requiring Assistance \(PRA\) Form](#).
- Identify two monitors that can assist you during an evacuation.
- Notify your manager/supervisor of your whereabouts including when you leave the building and if you need to work after-hours or on weekends.
- During an evacuation, go to the designated meeting spot on your floor with your monitors according to your personal evacuation plan.



*Consult your Floor Building Emergency and Evacuation Team for specific evacuation procedures within your building.*

*Keep your emergency contact lists updated and readily available.*

## DEMONSTRATION/ILLEGAL OCCUPATION

Demonstrations and occupations of public premises are used as a means to assemble in order to express shared views.

They can occur in any location and at any time. Managers/supervisors should work in consultation with Security, the Building Emergency and Evacuation Team and emergency responders to protect employees, clients and assets.

### IF YOU WITNESS A DEMONSTRATION OUTSIDE THE BUILDING OR IN THE ENTRANCE:

#### DO:

- STAY CALM.
- Make a reasonable effort to reach your place of work.
- Avoid all contact with the demonstrators, if possible.
- If the demonstrators refuse to let you enter the building, go to the pre-determined Emergency Meeting Location.
- Report the situation to your manager/supervisor and Security immediately.
- Follow instructions given by the members of Security, the Building Emergency and Evacuation Team, your manager/supervisor or emergency responders.

### IN THE CASE OF A BUILDING OCCUPATION DURING NORMAL BUSINESS HOURS:

- Safeguard all sensitive information and valuable assets (lock all computers, laptops, cabinets, drawers, etc.). See [Information Classification Guide](#).
- Await further instructions from your manager/supervisor, Security, the Building Emergency and Evacuation Team, or emergency responders.

#### DO NOT:

- Say or do anything that could aggravate the demonstrators.
- Try to resist the demonstrators.
- Become involved in any activities of the demonstrators.

## EARTHQUAKE

Earthquakes happen with no warning; therefore, action must be taken at the first indication of the ground shaking. Following the main shock, aftershocks may be felt at any given time.

### BE PREPARED:

- Pre-determine a location within your office where you could take shelter during an earthquake.

### DO:

- **DROP** to the ground; **COVER** your head, neck, face; **HOLD ON** as best as you can.
- Take shelter against flying glass or debris, under desks, tables, fixed furniture, objects that will offer protection, or step into a doorway, a narrow hall or corridor.
- Stay away from windows, skylights and overhead light fixtures.
- If you are already in the elevator during an earthquake, hit the button for every floor and get out as soon as you can.
- Wait in place until the shaking stops.
- Evacuate the building **ONLY** when safe to do so, and if instructed to by a member of the Building Emergency and Evacuation Team, or emergency responders as it may be safer to remain in the building.
- If a fire occurs, activate the nearest manual fire alarm (fire pull station) and evacuate immediately, using the safest route.
- When evacuating the building, be aware of your surroundings and possible hazards (i.e., falling glass, brick, electric wires, hazardous objects, etc.). If possible, bring the first aid kit and a flashlight.
- Once evacuated, proceed to your pre-determined Emergency Meeting Location (stay clear of the building to a minimum of 100 m), or to a safe area.
- Await further instructions from the emergency responders, the Building Emergency and Evacuation Team, if applicable, or your manager/supervisor.

### DO NOT:

- Pull the fire alarm to evacuate the building unless there is a fire.
- Rush out or evacuate the building if you are inside unless advised to do so by a member of the Building Emergency and Evacuation Team, emergency responders, or your manager/supervisor.
- If you are told to evacuate the building, do not use the elevators.
- Re-enter the building unless advised to do so by a member of the Building Emergency and Evacuation Team, or emergency responders.



➔ **Read More:** [Earthquake](#)

## EMERGENCIES IN A VIRTUAL WORK ENVIRONMENT

Since March of 2020, the majority of ESDC employees have been required to work remotely due to the ongoing COVID-19 pandemic. As a department, we have been able to continue conducting business in an efficient and timely manner using various online platforms that include live video and voice streaming with our many different colleagues. While we know what to do in the event of an emergency *in the workplace*, the reality is that emergencies can happen anywhere, including at home. Please review the steps below on how to proceed should you witness or experience an emergency in a virtual setting. **For more information on roles and responsibilities during emergencies in a virtual work environment,**

please consult the following webpage: [If a work-related accident occurs \(iservice.prv\)](#).

#### BE PREPARED:

- Ensure that your personal information and emergency contact information is up to date in [PeopleSoft](#) and shared with your manager.
- Familiarize yourself with the basic emergency procedures below so that you can easily recognize an emergency:
  - [Care for a Choking Adult – Canadian Red Cross](#)
  - [Cold-Related Emergencies: Staying Warm and Safe in Canadian Winters - Canadian Red Cross](#)
  - [Coronavirus disease \(COVID-19\): Symptoms and treatment - Canada.ca](#)
  - [Heart attack | Heart and Stroke Foundation](#)
  - [Heat-Related Emergencies: Staying Cool and Hydrated in Canadian Summers - Canadian Red Cross](#)
  - [Signal for help | Use Sign to Ask for Help | Canadian Women’s Foundation](#)
  - [Signs & Symptoms of a Stroke - Canadian Red Cross](#)
  - [Stop Family Violence - Canada.ca](#)
  - [Understanding Suicide and Finding Help \(cmha.ca\)](#)
  - [Working Alone Guide \(iservice.prv\)](#)
- **REMEMBER:** when in doubt, call **9-1-1**.

**IF YOU ENCOUNTER SOMEONE ONLINE WHO IS RESPONSIVE BUT REQUIRES EMERGENCY ASSISTANCE – DO NOT PANIC AND DO NOT IGNORE THE SITUATION. PLEASE FOLLOW THE STEPS BELOW:**

- Stay calm!
- Encourage the person to **CALL 9-1-1** or have them ask someone in their household, if it is safe to do.
- **CALL 9-1-1**, if requested by the person. Ensure to gather the following information to assist 9-1-1 operator:
  - The individual in distress’s contact information (address and phone number)
  - The individual in distress’s name,
  - Where exactly they are located at their residence (e.g., basement, second bedroom down the hall on the right),
  - The nature of the incident and all relevant details.
- Identify whom the person in distress reports to and report the incident to the Team Lead or Manager so that they can communicate with their emergency contact in a timely manner.
- If necessary, ask other participants to help contact the manager or emergency contact.
- Ask participants who are not actively participating in the response to disconnect from the call.
- Stay on the call with the individual until help arrives.
- Provide the following information to your own Manager, as well as that of the person requiring emergency assistance.
  - The date and time of the reporting of the injury;
  - The full name of the injured employee;
  - The date, time and location of the occurrence of the injury;
  - A brief description of the injury;
  - A brief description of the assistance rendered;
  - A brief description of arrangements made for the treatment or transportation of the injured employee; and
  - The names of witnesses, if applicable.



**IF YOU ENCOUNTER SOMEONE ONLINE WHO IS UNRESPONSIVE AND REQUIRES EMERGENCY ASSISTANCE – DO NOT PANIC AND DO NOT IGNORE THE SITUATION. PLEASE FOLLOW THE STEPS BELOW:**

- Stay calm!
- If there are any other participants on the call, ask them if they have any information that could assist first responders in locating the person in distress.
- Immediately identify who the person in distress reports to and report the incident to the Team Lead or Manager so that they can communicate with their emergency contact and provide you with their address in a timely manner.
- **CALL 9-1-1** and ensure to gather the following information to assist 9-1-1 operator:
  - The individual in distress's contact information (address and phone number),
  - The individual in distress's name,
  - The nature of the incident and all relevant details.
- Stay on the call with the individual until help arrives.
- Provide the following information to your own Manager, as well as that of the person requiring emergency assistance.
  - The date and time of the reporting of the injury;
  - The full name of the injured employee;
  - The date, time and location of the occurrence of the injury;
  - A brief description of the injury;
  - A brief description of the assistance rendered;
  - A brief description of arrangements made for the treatment or transportation of the injured employee; and
  - The names of witnesses, if applicable.

**IF YOU ARE ALONE AND REQUIRE EMERGENCY ASSISTANCE – DO NOT PANIC. PLEASE FOLLOW THE STEPS BELOW:**

- Stay calm!
- Seek First Aid.
- If necessary, **CALL 9-1-1** and, if possible, provide the following information to assist the 9-1-1 operator:
  - Your address and phone number,
  - Your name,
  - The nature of the incident and all relevant details.
- **IMPORTANT: if you are experiencing shortness of breath or are unable to breathe and you have called 9-1-1, it is recommended that you wait outside your home or near the front door for medical assistance.**
- If possible, proceed to notify your manager or Team Leader of the incident and the steps being taken (e.g., waiting for an ambulance, seeking shelter elsewhere, etc.).
- If unable to advise your manager or Team Leader at the time of the incident, please ensure to do so as soon as you are safe and out of harm's way. If you have a friend or a relative with you, you may ask them to do so for you.
- Upon your return to work, document the event and actions taken and submit this to your manager as soon as possible.

## **FIRE**

Fire can lead to serious injuries and/or asphyxiation in a short period of time. Fire drills and emergency awareness can prepare you to respond to a situation and mitigate the consequences.

### BE PREPARED:

- Locate two possible exits near your workstation.
- Locate the closest fire alarm pull station.

### IF YOU DISCOVER FIRE, SMELL OR SEE SMOKE OR SMELL GAS:

#### DO:

- STAY CALM.
- Warn people nearby.
- Activate the nearest fire alarm pull station and **Call 9-1-1** if safe to do so.
- **Evacuate immediately** using the nearest safe exit and proceed outside to the pre-determined Emergency Meeting Location (stay clear of the building to a minimum of 100 m.).
- If your office door is hot and you cannot exit, remain in your office, seal the bottom of the door (using a piece of clothing) to keep smoke from coming in.
- **Call 9-1-1** to report your position and the exact location of the fire.
- If safe to do so, report the location of the fire to a member of the Building Emergency and Evacuation Team, Security or your manager/supervisor and let them know if the Fire Department has been notified.

### WHEN THE FIRE ALARM SOUNDS

#### DO:

- Cease all work.
- Lock up all sensitive material if safe to do so.
- Persons requiring assistance and assigned monitors will wait in the predetermined meeting place or the nearest safe stairwell and will advise the responsible Chief Floor Emergency Warden of their location.
- Unless otherwise instructed in the Building Emergency and Evacuation Plan for your workplace, take your coat, shoes, purse, medications, etc., when leaving as you do not know when you will be allowed to re-enter.
- Evacuate using the nearest safe exit.
- Follow instructions from members of the Building Emergency and Evacuation Team, and/or emergency responders.
- Return to the building only when authorized by a member of the Building Emergency and Evacuation Team or emergency responders.

### IF THE FIRE ALARM SOUNDS DURING SILENT HOURS:

#### DO:

- Cease all work.
- Lock up all sensitive material if safe to do so.
- Evacuate immediately using the nearest safe exit.
- Notify your manager/supervisor and Security (if available) as soon as possible.
- Return to the building only when authorized by the Building Emergency and Evacuation Team, or emergency responders.

#### DO NOT:

- Use elevators for evacuation purposes.
- Return to your workstation to collect your belongings if you are in the building but away from your workstation on another floor.

### HOSTAGE TAKING

Hostage taking refers to a person or a group of people taken and held by a captor or captors. A hostage taking is usually carried out in exchange for a ransom or for ensuring that a request is fulfilled.

The following instructions are in place to provide for human needs as well as manage security and operational issues resulting from hostage taking.

#### **IF YOU WITNESS A HOSTAGE TAKING:**

##### **DO:**

- STAY CALM.
- Move to a safe location, if possible.
- **Call 9-1-1** and Security (if available). If possible, warn co-workers notify a member of the Building Emergency and Evacuation Team.
- Clear the area or evacuate the building if ordered by your Building Emergency and Evacuation Team or emergency responders.
- Consider barricading in location if unable to leave.
- Wait for instructions from Security, the Building Emergency and Evacuation Team or emergency responders.
- Be available to provide a statement.

##### **DO NOT:**

- Panic.
- Intervene.

#### **IF YOU ARE TAKEN HOSTAGE:**

##### **DO:**

- STAY CALM and passive.
- Speak only when spoken to.
- Avoid creating any conflict with the hostage taker
- Stay as far away from the hostage taker(s) as possible, preferably in a corner out of the way.
- If there are injured people, treat them if safe to do so.
- Be aware that help is being organized.

##### **DO NOT:**

- Panic.
- Intervene.
- Say anything that could excite or aggravate the hostage taker.
- Call the hostage taker by name.
- Volunteer suggestions or courses of action.

## LOCKDOWN

A lockdown involves a series of measures that are used when there is a major incident or threat of violence within or directed towards the building which poses a danger to occupants.

### **IF INSTRUCTED BY YOUR BUILDING EMERGENCY AND EVACUATION TEAM (BEET) OR EMERGENCY RESPONDERS TO LOCKDOWN (ANNOUNCED BY INTERCOM, VOICE COMMUNICATIONS OR OTHER AVAILABLE MEANS):**

#### **DO:**

- STAY CALM.
- Move away from danger and, if possible, warn others as you encounter them.
- Secure your perimeter, e.g., doors which provide access from unsecured stairwells, elevator lobbies, doors leading to public spaces outside a Service Canada Centre, etc.
- Keep away from doors and windows.
- Take cover in a location which provides protection and/or reduces your visibility (e.g., behind solid objects, beneath desks, areas which can be locked or barricaded, storage rooms or washrooms).
- Remain in the washroom, if you are already there.
- **Turn off computer screens, radios and lights** and close blinds or other window treatments if possible and safe to do so (try to make the room appear unoccupied).
- **Stay quiet and silence mobile devices.**
- Await further instructions or escort from emergency responders.
- Be available to provide a statement.

#### **DO NOT:**

- Open doors to anyone; wait to be advised by emergency responders.
- Pull/activate fire alarm unless there is fire or smoke.
- Move from your hiding place unless it is no longer safe to stay there, or until emergency responders declare it safe to leave.



*The use of mobile devices and network connections should be limited to communicating critical information to emergency responders. These network resources are needed by emergency responders and can quickly become saturated during emergencies. The use of computers or mobile devices could also give away your hiding location.*

*Canada Labour Code, Part II, Section 126*

*While at work, every employee shall:*

- (b) follow prescribed procedures with respect to the health and safety of employees;*
- (c) take all reasonable and necessary precautions to ensure the health and safety of the employee, the other employees, and any person likely to be affected by the employee's acts or omissions;*
- (d) comply with all instructions from the employer concerning the health and safety of employees.*



**Read More:** Visit the [72 Hours Guide](#) from Public Safety Canada for information on [Personal Emergency Kit](#).

## MAJOR CRISIS

A major crisis is a serious incident which happens with little or no warning or where no mitigation or preventive strategy can avert them. Examples may vary from pipes bursting, explosions, as well as attacks on workplaces by individuals.

### DO:

- STAY CALM, work collaboratively with fellow employees.
- Until directed otherwise by the Building Emergency and Evacuation Team or emergency responders, decide where it is safest to be and remain there.
- Notify manager/supervisor and Security (if available).
- In the case of evacuation, proceed to the designated assembly area, or to an area as directed by emergency responders.
- Cooperate and follow directions from the Building Emergency and Evacuation Team, or the emergency responders once on the scene.
- If you are injured, seek immediate medical attention. Even though the injury may not seem to be severe, do not underestimate your injuries.
- Assist management in quickly assessing who is accounted for and who is not.
- If able, provide assistance to injured persons.
- Share all relevant information with the emergency responders.
- Be aware that the site may be a potential crime scene. To the extent possible, leave all objects exactly as they are in order to protect evidence for the emergency responders' investigations. Discourage others from disturbing potential evidence.

### DO NOT:

- Panic. Events of this nature happen with no warning and can quickly lead to widespread panic; such a response will inhibit your reaction and thought processes.
- Leave the facility if emergency responders call for a "security lockdown".
- Retaliate or take unnecessary chances.
- Speculate or spread rumours to others.
- Tamper with or disturb evidence.
- Return to the building unless authorized by the Building Emergency and Evacuation Team or emergency responders.

## MEDICAL EMERGENCIES

At any moment, you could require immediate medical assistance or witness someone who does. When medical emergencies occur, knowing what to do can decrease response time and save lives.

### BE PREPARED:

- Locate the first aid kits and the list of certified First Aid Attendants on your floor.
- Consider learning basic first aid/CPR techniques.

### IF YOU ENCOUNTER SOMEONE WHO REQUIRES IMMEDIATE MEDICAL ASSISTANCE:

#### DO:

- STAY CALM.
- **Call 9-1-1** and then Security (if available and circumstances permit). Inform Security that **9-1-1** has been called so that emergency responders can be directed to the person quickly.
- Be prepared to provide the following information:
  - your name
  - nature of the emergency
  - location (building, floor, and room number)
  - first and last name of the person requiring assistance
  - telephone number where you can be reached.
- If you have first aid training, and feel comfortable performing first aid, do so to the extent of your abilities, or call a First Aid Attendant if available.
- If the person is conscious, obtain consent before starting any first aid.
- Be aware of your surroundings and any potential hazards.
- Comfort the person and continue to give first aid until help arrives.
- Inform the manager/supervisor of the person in distress as soon as possible.
- Document the event and actions taken.

#### DO NOT:

- Panic.
- Leave the patient unattended (if possible).



*Depending on the seriousness of the situation, it is recommended that someone accompany the employee to the hospital (i.e., the supervisor, First Aid Attendant, etc.)*

## PACKAGE OF CONCERN

Refers to any letter, bag, briefcase or parcel which raises the concern that there may be a malicious placed chemical, biological, radiological, nuclear or explosive hazard contained within the package.

### IF A SUSPICIOUS PACKAGE IS FOUND:

#### DO:

- STAY CALM.
- Leave the item where it is.
- Move away from the package immediately.
- Note characteristics of the package (e.g., type and location of the package, dimension, shape, sender, packaging, marks, stamps, special instructions, and senses: odour, noise, touch, sight).
- Check with people around you to see if anyone claims it.
- Notify your manager/supervisor and immediately call Security.
- Confine the area and keep others away until the area is secured by Security or emergency staff.
- Wait for further instructions from Security, your Building Emergency and Evacuation Team or emergency responders.
- Remain available to provide information to Security or emergency responders.
- If an evacuation is ordered, follow the instructions of the Building Emergency and Evacuation Team or Security.

#### DO NOT:

- TOUCH the package.
- Use a wireless device such as a cell phone.
- If reasonable, do not let others go near the package.
- Discuss the threat with other employees to avoid a panic situation.
- Leave the building unless told to do so.

### IF SUBSTANCES SUCH AS POWDER OR LIQUID ARE RELEASED FROM THE PACKAGE:

#### DO:

- Leave the item where it is.
- Secure the area and note any peculiarities
- Ask someone to call for help: Security (if available), the Building Emergency and Evacuation Team, or **call 9-1-1**.
- Keep your hands away from your eyes, mouth and ears to reduce potential spread (wash your hands as soon as possible).
- Wait in a safe place until help arrives (emergency responder, Security, etc.).

#### DO NOT:

- Touch anything.
- Let others come near the area.



*If you suspect that the package may contain a bomb, please refer to the bomb threat section of this guide.*



**Read More:** [Suspicious Packages](#)

## POWER OUTAGE

Power interruptions can occur for a variety of reasons and may last from seconds to days. However, if they last for a significant period of time, follow these procedures.

### DO:

- STAY CALM.
- Remain in place, or if you are in an unlit area and it is safe to do so, gather together and proceed cautiously to an area where there is emergency lighting or natural light (if available, bring the first aid kit and a flashlight).
- Follow the instructions from your manager/supervisor or the Building Emergency and Evacuation Team.
- If you are **in an elevator** when a power failure occurs:
  - stay calm, people trapped in an elevator are safe as long as they stay inside the elevator cab;
  - use the help button (intercom) to call security;
  - notify them of the situation and whether anyone needs first aid; and
  - exit the elevator when safe to do so and stay in the lobby for further instructions.
- If you are evacuated, go to your pre-determined Emergency Meeting Location; ensure all members of your team are accounted for.
- Await further instructions from members of the Building Emergency and Evacuation Team or emergency responders.
- Notify the manager/supervisor and Security.
- If possible, turn off electrical equipment and appliances that may have been on at time of power outages.

### DO NOT:

- Pull the fire alarm to evacuate the building unless there is a fire.
- Evacuate the building unless advised to do so by your manager/supervisor or a member of the Building Emergency and Evacuation Team.
- If you are told to evacuate the building, **do not** use the elevators.
- Re-enter the building unless advised to do so by a member of the Building Emergency and Evacuation Team or emergency responders.



Read More: [Power Outage](#)



## RELEASE OF HAZARDOUS MATERIAL

Some substances may pose a real hazard to humans or the environment, depending on their quantity, concentration, or physical chemical characteristics.

**All occupants must follow directions** from the Building Emergency and Evacuation Team or emergency responders to lessen the risk of health problems or injuries.

In the event of the release of hazardous materials, the Department's response will depend on the situation and will be dictated by emergency responders:

- Generally, the strategies used are either [Evacuation](#) or [Shelter-in-place](#).
- The Building Emergency and Evacuation Team is responsible for evaluating the incident, assessing the threat, consulting with proper emergency responders and recommending appropriate shelter or evacuation procedures.
- In all incidents, emergency responders will confirm the nature of the substance, the related risks, the concentration and direction of the released contaminant, will provide guidance and determine the course of action for the response strategies.

### IF HAZARDOUS MATERIAL IS RELEASED OUTSIDE YOUR BUILDING:

#### DO:

- STAY CALM.
- **Call 9-1-1**; notify Security, if available, and/or the Building Emergency and Evacuation Team.
- Stay inside an office without windows, if possible.
- Close all windows and inside doors to create extra barriers.
- Seal cracks around the doorway, if possible.
- Refrain from leaving the building until instructed to do so by emergency responders.
- Wait for instructions from the Building Emergency and Evacuation Team, Security or emergency responders.

### IF HAZARDOUS MATERIAL IS RELEASED INSIDE YOUR BUILDING:

#### DO:

- STAY CALM.
- Leave the immediate hazard area as quickly as possible.
- **Call 9-1-1**; notify Security if available and circumstances permit. Notify the Building Emergency and Evacuation Team.
- Follow instructions from your Building Emergency and Evacuation Team, Security (if available) or emergency responders.

#### DO NOT:

- Panic.
- Leave the building unless instructed to do so by emergency responders.



Read More: [Chemical Releases](#)

## SHELTER-IN-PLACE

Shelter-in-place is a protocol used when it is desirable to secure the building due to an ongoing situation **outside** and not related to the building: whether it is a criminal activity such as a bank robbery nearby, or an environmental or weather-related situations such as a chemical spill or extreme weather conditions. In this situation, the building may continue to function normally, with the exterior door being locked until such a time as the situation near the building is resolved or instructions provided by emergency responders.

### **IF INSTRUCTED BY THE BUILDING EMERGENCY AND EVACUATION TEAM (BEET), DEPARTMENTAL CRISIS COORDINATOR (DCC) OR EMERGENCY RESPONDERS TO SHELTER-IN-PLACE:**

#### **DO:**

- STAY IN YOUR WORK AREA and await further instructions. Work collaboratively with fellow employees.
- Provide for the safety of clients and visitors by asking them to stay, not leave.
- Secure your perimeter, e.g., close and lock all doors which provide access from unsecured stairwells and/or elevator lobbies, doors leading to public spaces outside a Service Canada Centre, etc.
- If there is danger of an explosion, close all window coverings, if safe to do so.
- In case of a weather situation such as a tornado take refuge in a safe location with few or no windows or in the basement, get behind a solid structure, and hold yourself firmly.
- In the event of a chemical threat, flood or tsunami, an above-ground location is preferable.
- If safe to do so, keep informed of media events (radio, television).
- Wait for instructions from the Building Emergency and Evacuation Team, Security, or emergency responders.

#### **DO NOT:**

- Evacuate or leave the building until it is declared safe to do so by emergency responders.
- Make calls unless absolutely necessary; using phones/mobile devices increases the demand on telecommunications networks needed by emergency responders.



*Most shelter in-place orders last only a few hours. Procedures will vary depending on the reason for the shelter-in-place. In some cases you may be asked to stay away from windows and remain where you are. You may be allowed to move freely within the building. You may be allowed to continue normal activities. You may be asked to move to lockdown if the threat to your building is imminent.*

*Canada Labour Code, Part II, Section 126*

*While at work, every employee shall:*

- (b) follow prescribed procedures with respect to the health and safety of employees;*
- (c) take all reasonable and necessary precautions to ensure the health and safety of the employee, the other employees, and any person likely to be affected by the employee's acts or omissions;*
- (d) comply with all instructions from the employer concerning the health and safety of employees.*



**Read More:** Visit the [72 Hours Guide](#) from Public Safety Canada for information on a [Personal Emergency Kit](#).

## SHOOTER - RESPONDING TO THE DISPLAY OR ACTIVE USE OF A WEAPON

Active shooter refers to a situation where an armed individual appears to be actively engaged in shooting or attempting to shoot people in a populated area.

### IF YOU WITNESS AN INCIDENT INVOLVING AN ACTIVE SHOOTER OUTSIDE THE BUILDING:

#### DO:

- STAY CALM.
- **Stay out of sight** (avoid being seen through doors or windows).
- **Provide clear and precise direction** to colleagues, clients, and visitors as to whether it is safer to shelter-in-place or lockdown.
- If possible, lock all exterior doors, close blinds and curtains.
- When safe to do so, **Call 9-1-1**, Security, Building Emergency and Evacuation Team, your manager/supervisor, or other building occupants.
- While waiting for emergency responders, try to calm colleagues, clients and visitors.
- Wait for further instructions from emergency responders.

### IF YOU WITNESS AN INCIDENT INVOLVING AN ACTIVE SHOOTER INSIDE THE BUILDING: **RUN, HIDE, DEFEND.**

#### DO:

#### RUN

- **If safe to do so, LEAVE THE IMMEDIATE THREAT area as soon as possible.**
  - Warn as many others as possible without attracting the attention of the assailant.
  - Evacuate the building using an exit that leads to a safe road or laneway.
  - When safe to do so, **Call 9-1-1**, Security, manager/supervisor.

#### HIDE

- **If a safe escape is not possible, STAY QUIET and TAKE COVER** until emergency responders inform you it is safe.
  - Move away from danger
  - Keep away from doors and windows.
  - Take cover in a location which provides protection and/or reduces your visibility (e.g., behind solid objects, beneath desks, areas which can be locked or barricaded, storage rooms or washrooms).
  - If you are in the washroom; and you hear or become aware of a threat, remain there if safe to do so.
- **Reduce your vulnerability**
  - Close office blinds and curtains, block windows, if possible and safe to do so.
  - Silence mobile devices, and turn off computer screens, radios, and lights, if possible and safe to do so (try to make the room appear unoccupied).
- **If you are in an open area, immediately seek protection.**
  - Put something between you and the assailant.
  - Consider trying to escape (if you know where the assailant is and there appears to be an escape route immediately available to you).
  - If in doubt, find the safest area available and secure it as best possible.
- If possible, treat the injured (within your training and ability).
- Reassure your colleagues that help is on the way.
- Keep people calm and quiet.
- Stay put until the all-clear is given by emergency responders.

**DEFEND**

- As a last resort, **DEFEND** yourself.

**DO NOT:**

- Investigate, if you hear what sounds like gunshots or popping. For your safety, assume they are gunshots and follow the above procedures.

## THREATENING MESSAGE

Threatening message refers to any mail, electronic mail, voicemail message, or telephone call which threatens an individual or organization.

### **IF YOU RECEIVE A THREATENING MESSAGE BY MAIL (LETTER, PACKAGE, ETC.), E-MAIL, VOICE MESSAGE:**

#### **DO:**

- STAY CALM.
- Notify your manager/supervisor and Security as soon as possible.
- Take information down (i.e., phone number, name if given, specific statement, etc.).
- Be available to provide information to emergency responders.

### **IF YOU RECEIVE A THREATENING MESSAGE BY TELEPHONE CALL:**

#### **DO:**

- STAY CALM and courteous.
- Listen carefully, and try to get as much information as possible without interrupting the caller.
- If possible, ask questions and note the characteristics of the caller (male/female, age, distinctive accent, background sounds).
- Note the telephone number on the caller ID window if possible.
- Using a pre-arranged signal, notify your manager/supervisor, if possible while the call is still ongoing and have them contact Security or emergency responders.

#### **Once the phone conversation has ended:**

- Initiate call-tracing action (if available).
- Remain available to provide information to Security, emergency responders or the Building Emergency and Evacuation Team.
- Await further instructions from Security, emergency responders or your Building Emergency and Evacuation Team.
- If an evacuation is ordered, follow the instructions from the Building Emergency and Evacuation Team, Security or emergency responders.

#### **DO NOT:**

##### Letter/Package

- Destroy the letter or throw away the package.
- Excessively manipulate the item, which may compromise or destroy evidence.

##### E-mail

- Delete the e-mail, simply close it.

##### Message left on Voicemail

- Erase the recorded message.

##### Telephone

- Interrupt the caller.
- Hang up the phone.
- Discuss the threat with any other employees to avoid a panic situation.



*Refer to Workplace Violence for In-person threat*

## TORNADO OR SEVERE STORM

When faced with an impending tornado or severe windstorm, the preferred option is to have people relocate to a safe area within the building they occupy or one that is close by. If possible, monitor weather radio/TV for tornado watch information updates.

### **IF INDOOR:**

#### **DO:**

- STAY CALM.
- Take shelter in a small interior room, closet or hallway (on the ground floor, if possible).
- Stay away from exterior walls, windows and doors.
- Get under a piece of sturdy furniture (i.e., a heavy table or desk) and hold on to it.
- Stay close to the ground and protect your head from flying glass and debris.

#### **DO NOT:**

- Leave the building unless instructed by a member of the Building Emergency and Evacuation Team or emergency responders.
- Never use elevators.

### **IF OUTDOOR:**

- Seek shelter in a sturdy building.
- If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area or crouch near a strong building. Be aware of the potential for flooding.
- Use arms to protect head and neck.

### **IF YOU ARE DRIVING:**

- Get out of and away from the vehicle as it may be a dangerous hazard. It could be blown through the air, or roll over you.
- Seek shelter in a sturdy building.



**Read More:** [Tornado](#) or [Severe Storm](#)

## TSUNAMI

Tsunamis are a series of large waves, most often generated by a major earthquake beneath the ocean floor, that strike coastal areas. They can occur minutes apart, but also as much as one hour apart. Tsunamis can happen with little warning and result in flooding and damage to coastal communities.

### Listen for:

- Media reports and local emergency warnings.

### Be on alert if:

- The area has been shaken by a very large earthquake.
- A tsunami warning is issued by media and local officials.

## DURING A TSUNAMI IF INDOOR:

### DO:

- **Stay inside**, where you are protected.
- Move to a higher level if possible, away from exterior walls, windows and doors.
- If you feel strong shaking: **Drop, Cover and Hold**.
- Stay in a safe location until advised you can leave this location by authorities.
- Follow the instructions of emergency responders or the Building Emergency and Evacuation Team.

## DURING A TSUNAMI IF OUTDOOR:

### DO:

- **Get to high ground** immediately, as far inland and above sea level as possible.
- Seek shelter in a building or other solid structure.
- Use arms to protect head and neck.

### DO NOT:

- Leave the building unless instructed by a member of the Building Emergency and Evacuation Team or emergency responders.
- Use elevators.
- Walk or drive through flood waters as you could put yourself at risk.
- Go near the shore to watch the tsunami.



➔ **Read More:** [Tsunamis, St. John Ambulance](#) or [Red Cross](#)

## WATER LEAK/FLOOD

Water leaks and floods can occur at any time and may be caused by a broken water pipe, a sewer back-up or by heavy rainfall. Water leaks and floods can damage electronic equipment, critical documents or cause health concerns.

### DO:

- STAY CALM.
- Should you notice an unusual puddle of water or minor water leak, immediately report it to your manager/supervisor and Public Services and Procurement Canada at 1-800-463-1850.
- Shutdown vulnerable equipment and protect critical documents.
- If it is possible and safe to do so, move wet or vulnerable items to a dry and secure location.
- If necessary, leave the area.
- Exercise caution especially when using the stairs as the floor may be slippery.

### IN THE EVENT OF MAJOR FLOODING:

- Monitor weather information and news sources for information about rising water levels.
- Make sure that the electricity has been shut off, if applicable and safe to do so.
- Move to the highest point outside and wait for rescue.
- If possible, call emergency responders from your mobile device to advise them of your location.
- If you are in a car and the car stalls in a flooded area, abandon it.

### DO NOT:

- Use the elevators if the building is flooding.



Read More: [Floods](#)



## WORKPLACE VIOLENCE

Workplace violence is defined as any action, conduct, threat or gesture of a person towards another person at work that may cause harm, injury or illness.

### IF YOU WITNESS OR EXPERIENCE VIOLENCE AT WORK:

#### DO:

- STAY CALM
- Remove yourself from the situation if you can.
- Inform your manager/supervisor or seek assistance from a worker immediately. (If your manager/supervisor is involved, notify another manager in the line of authority.)
- If your physical security or well-being is threatened **call 9-1-1**, or if available, press your panic button.
- Contact Security as soon as you are able to do so.
- Complete the [Security Incident Report Form \(ADM 3061\)](#) and give it to your manager/supervisor.

### IF YOU ARE DEALING WITH A VIOLENT OR POTENTIALLY VIOLENT PERSON:

#### DO:

- STAY CALM.
- Try to calm the other person or diffuse the situation (continue a conversation only if the person calms down).
- Acknowledge the person's feelings.
- Indicate that you understand that they are upset.
- Respect their personal space.
- If the behaviour persists, **end** the conversation.
- Politely advise the person that you will leave the work area or ask them to do so.
- Notify your manager/supervisor or seek assistance from a co-worker immediately (if available, use your panic button, a pre-agreed upon signal, or attempt to politely excuse yourself).
- If the person refuses to leave the premises, and the situation escalates, **Call 9-1-1** and contact Security as soon as you are able to do so.
- Avoid eye contact or sudden movements that can be perceived as threatening.
- Complete the [Security Incident Report Form \(ADM 3061\)](#) and give it to your manager/supervisor.

#### DO NOT:

- Say or do anything that could aggravate the situation.



➔ **Read More:** [Occupational Health and Safety \(OHS\)](#)

## ANNEX A – OTHER HAZARDS AND EMERGENCIES

Emergency management adopts an all-hazards approach in every jurisdiction in Canada by addressing vulnerabilities exposed by both natural and human-induced hazards and disasters. The all-hazard approach increases efficiency by recognizing and integrating common emergency management elements across all hazard types, and then supplementing these common elements with hazard specific subcomponents to fill gaps only as required.

As such, “All-Hazards” does not literally mean preparing to address any and all potential hazards in existence. Rather, it emphasizes the leveraging of synergies common across hazards and maintaining a streamlined and robust emergency management system. The “All-Hazards” approach also improves the ability of emergency management activities to address unknown hazards or risks.



**Read More:** For additional information on hazards and emergency responses, refer to the following Public Safety Canada sites:

[Avalanches](#)

[Hurricane](#)

[Landslide](#)

[Nuclear Emergencies](#)

[Wildfires](#)

## GLOSSARY

1. Building Emergency and Evacuation Plan (BEEP) – written plan aimed at limiting or preventing damage to life, property or the environment, consists of procedures and activities to be implemented immediately before, during or after an emergency.
2. Departmental Emergency Response Coordinator – Person from senior management at national headquarters designated by the Deputy Head responsible for the management and monitoring of the department’s Occupational Health and Safety, Security, Emergency Management and Business Continuity program and services.
3. Designated Senior Manager – Person from senior management designated by the Department Emergency Response Coordinator of the primary tenant department responsible for the establishment of an emergency response team within the building. That person shall be an employee of the tenant department who works in the building.
4. Building Emergency and Evacuation Team (BEET) – A formal team, led by the chief emergency warden, established to coordinate the preparation and implementation of the Building Emergency and Evacuation Plan (BEEP). The BEET includes, but is not limited to, a chief emergency warden, a deputy chief emergency warden, and floor or other emergency wardens.
5. Emergency Responders - Refers to personnel participating in an emergency response, including local authorities/first responders to an emergency (Firefighters, Police, Paramedics and other medical emergency experts, and utility technicians).
6. Employee Assistance Program – A service that provides confidential assistance or short-term counselling to foster and maintain the well-being and productivity of employees who are experiencing personal or work-related problems.
7. ESDC’s Departmental Emergency Response Coordinator/Departmental Crisis Coordinator/Fire Protection Coordinator – Refers to the Assistant Deputy Minister (ADM), Integrity Services Branch (ISB). The ADM, ISB is responsible for the Department’s overall day-to-day emergency management and for leading ESDC’s coordinated response to emergencies or crisis.
8. Floor and other Emergency Wardens - Employees of a Tenant Department who work in the building selected to act as Chief Emergency Wardens, Deputy Chief Emergency Wardens, Floor/other Emergency Wardens. Responsible for assisting in the preparation and implementation of the Building Emergency and Evacuation Plan.
9. Monitor/Floor Monitor – Person who assist those people requiring assistance during an evacuation or an emergency.
10. Normal hours – the term “normal hours” or “usual hours” of operation means the hours of operation of each individual building, premises or department, which may vary from one location to another. Normal hours are often defined as 6:30 a.m.-6:00 p.m..
11. Pre-determine Emergency Meeting Location – A preselected location where employees should gather after the evacuation of a building (at least 100 m/300 ft away from your building).
12. Primary Tenant Department – A department, in a given location, that has the largest number of employees.

13. Security (Practitioners): Refers to a person employed to protect individuals, building and departmental assets against compromise or damage (Senior Manager IIS, NHQ Regional Security Officers, Commissionaires, Building Security Personal, or respective emergency response contacts).
14. Tenant Department – A department occupying a building that is under the administration of the minister of another department.
15. Silent hours – also known as “after hours.” This refers to the period of time outside the normal/regular hours of operation when basic services and support may be reduced. At this point, access to buildings, rooms and common areas are restricted to authorized users/personnel only.

**NOTE:**

Definitions taken from the Standard for fire safety planning and fire emergency organization - Chapter 3-1, Standard on Building Emergency and Evacuation Teams (BEET); Emergency Response Guide for Employees (Privy Council Office), Canada Occupational Health and Safety Regulations, Departmental Strategic Emergency Management Plan (SEMP), Employment and Social Development Canada’s existing Policies and Reference material, and consultations with Senior Managers, Internal Integrity and Security (IIS).