

(Location)

Emergency Specific Protocols

EVACUATION PROCEDURES

Evacuation takes place when the continuous alarm signal is activated or direction to evacuate is given by Building Management over the Public Address System or by the Emergency Coordinators or Floor Wardens in your area.

When evacuating

- > Remain calm
- > DO NOT USE THE ELEVATOR
- > Proceed to nearest emergency exit and leave building in an orderly and safe manner
- > DO NOT RUN
- > When descending stairs, walk in single file, stay to the side of the stairwell opposite the door, and allow others to merge as they enter the stairwell
- > Make way for Emergency Service personnel who may travel up the stairwell
- > Once out of the building, proceed to the designated assembly locations in the (identify your designated assembly locations) as far away from the building as possible
- > Return to the building after emergency personnel give the "all clear" signal

PERSONS REQUIRING ASSISTANCE

Persons Requiring Assistance (PRAs) are people identified as requiring assistance during an evacuation. They must advise the Chief Floor Warden on their floor in advance of their name and grid location. The Chief Floor Warden will maintain a list of PRAs.

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When evacuating

- Remain calm
- DO NOT USE THE ELEVATOR
- Proceed to the **waiting area outside the service elevator** in the interior corridor on the north side of the building
- Chief Floor Wardens will arrange for a warden to stay with PRAs
- Listen for updates over the Public Address system
- If PRAs are concerned about their safety, they should use the emergency phone located at the north west stairwell
- Toronto Fire Department will assess the nature of the alarm and determine which floors, if any, must be evacuated by the PRAs
- Wardens assisting the PRAs will descend via stairs after the PRAs are picked up by Emergency Services

FIRE DRILLS: PRAs should assemble by the service elevator but will NOT be picked up.



FIRE

IMMEDIATE STAFF ACTION:

If you discover fire

- Leave the fire area immediately
- Close doors
- Dial (9) 911 to call Toronto Fire Department
- Activate the fire alarm pull station located at stairwell entrance
- DO NOT USE ELEVATORS

If you hear the fire alarm

- Continuous signal (very rapid sound) – evacuate immediately (See Evacuation Procedures set out in this Reference Guide)
- Intermittent signal (slow, well-paced sound) – stand by and prepare to evacuate

OFF HOURS, WEEKENDS, HOLIDAYS

- Evacuate upon hearing any alarm
- Once out of the building, go to the designated assembly locations in (identify your designated assembly locations)
- When it is safe to do so, notify Building Security that you have evacuated



MEDICAL EMERGENCY

During Regular Business Hours (8:00 - 4:00)

1. Assess the situation
2. Administer First Aid
3. Call **(9) 911**, if necessary
4. Contact Corporate Health Centre (phone number)
5. Arrange to meet nurse or emergency personnel at elevator

Off Hours and Weekends

1. Assess the situation
2. Administer First Aid
3. Call **(9) 911**, if necessary
4. Contact Cadillac Fairview Security (phone number)
5. Arrange to meet emergency personnel at elevator



PHYSICAL THREAT

IMMEDIATE STAFF ACTION:

Staff person being threatened:

- Threats can originate from a number of different sources including telephone, mail, e-mail, fax and direct face-to-face contact
- Any incident in which a staff person is threatened should be reported immediately to the manager and WSIB Security so that appropriate action can be taken
- **If face-to-face threat occurs**, activate the duress button and remove yourself from harm's way if it is safe to do so
- WSIB Security will respond quickly to the duress signal
- Do not attempt to do anything that would further provoke the individual

Staff in the immediate area:

- Should attempt to evacuate the area by any route that does not expose them to the threat.
- Once safe, notify WSIB Security (call [phone number]), who will respond to the threat immediately and contact the police.
- If evacuation of the immediate area is impossible, staff should take whatever action may be necessary to stay out of harm's way

ALWAYS REMEMBER:

- Before arranging a meeting with a client or customer, review WSIB records to ensure the person does not pose a physical threat to WSIB staff
- Hold client and customer meetings in the 3rd floor interview rooms. Each room is equipped with a duress button which can activate an alarm to WSIB Security
- In addition to reporting a threat to your manager and to WSIB Security, staff should document threats
 - Use the Warning Box of the claim file jacket and enter the "Disruptive Behaviour" code on CICS.
 - For account records, document threatening behaviour using RESET notes



BOMB THREAT

IMMEDIATE STAFF ACTION:

If threat received by phone:

- Where possible, inform (without alerting the caller) a manager or coworker of the call and have them notify WSIB Security (call [phone number] from within WSIB premises or externally at [phone number])
- Remain calm and speak slowly and clearly
- Do not hang up or place the caller on hold
- Write down the caller's exact words and attempt to obtain the following information:
 - Where is the bomb located?
 - When will the bomb go off?
 - What kind of bomb is it?
 - What does the bomb look like?
 - What is the name of the caller?
 - What is the caller's address and phone number?
- When the call is completed, write down the following additional information:
 - Male/Female – Adult/Juvenile
 - Voice: Loud/Quiet/Soft/Rough/High/Deep/Intoxicated/Other
 - Accent Type
 - Manner: Calm/Angry/Rational/Irrational/Emotional/Laughing/Other
 - Background sound: Quiet/Noisy – describe type of noise
- Contact WSIB Security and provide all of the information that could be obtained (complete the WSIB Bomb Threat Report which is available on CONNEX)

If threat received in writing:

- Immediately contact your manager and WSIB Security and provide them with the document containing the threat



HOSTAGE TAKING

IMMEDIATE STAFF ACTION:

If you discover a hostage situation

- Staff in the immediate area should attempt to evacuate the area by any route that does not expose them to the threat
- Once safe, notify WSIB Security (call [phone number] from within WSIB premises or externally at [phone number]), who will respond to the threat immediately and contact the police
- If evacuation of the immediate area is not possible, staff should take whatever action necessary to stay out of harm's way

If you are taken hostage

- Don't be a hero; remain calm, accept your situation and be patient; reassure others if they start to panic
- Follow the instructions of the hostage-taker
- Do not do or say anything that might provoke the individual holding you hostage
- Don't speak unless spoken to but be courteous and cooperative
- Don't be argumentative with the hostage-taker or with other hostages and avoid sudden movement that could alarm the hostage-taker
- During any rescue attempt, lie down on the floor and keep your hands visible, unless otherwise directed by the police. Police may not be able to distinguish hostages from hostage-taker and may consider you a threat



SUSPICIOUS DEVICE/PACKAGE

NEVER attempt to move or disarm a suspicious device or package.

IMMEDIATE STAFF ACTION:

If you find a suspicious device or package:

- Do not touch it
- Do not cover it
- Evacuate the immediate area and remain out of the area until the “all clear” signal



If you suspect a package is contaminated with a chemical or biological agent:

- Close doors to minimize any airborne risk and isolate the area
- If you have touched the package, wash your hands with soap and water
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities)
- List all people who may have been in contact or close proximity to the suspicious package and provide this list to appropriate authorities
- If necessary, seek medical assistance as soon as possible



IMMEDIATE STAFF ACTION:

- Report demonstrations or protests occurring outside building to WSIB Security ([phone number] from within WSIB premises; external line is [phone number])
- Do not engage in conversation or discussion with demonstrators
- Wherever possible, avoid using routes into and out of building where demonstrators are present
- Do not wear WSIB identification badges when entering or leaving through exterior doors during a demonstration



EMERGENCY SERVICE NUMBERS

Ambulance

Fire

Police

Police (non-emergency)

Poison Control Centre

Corporate Health Centre

**Corporate Health Centre
(non-emergency, 8 a.m. to 4 p.m.,
Monday to Friday)**

WSIB Security (2nd Floor)

**WSIB Security
(non-emergency, 24/7)**

Cadillac Fairview Security

**Cadillac Fairview Security
(non-emergency, 24/7)**

WSIB Information Hotline

ELEVATOR MALFUNCTION/ENTRAPMENT

IMMEDIATE STAFF ACTION:

If you discover an elevator malfunction

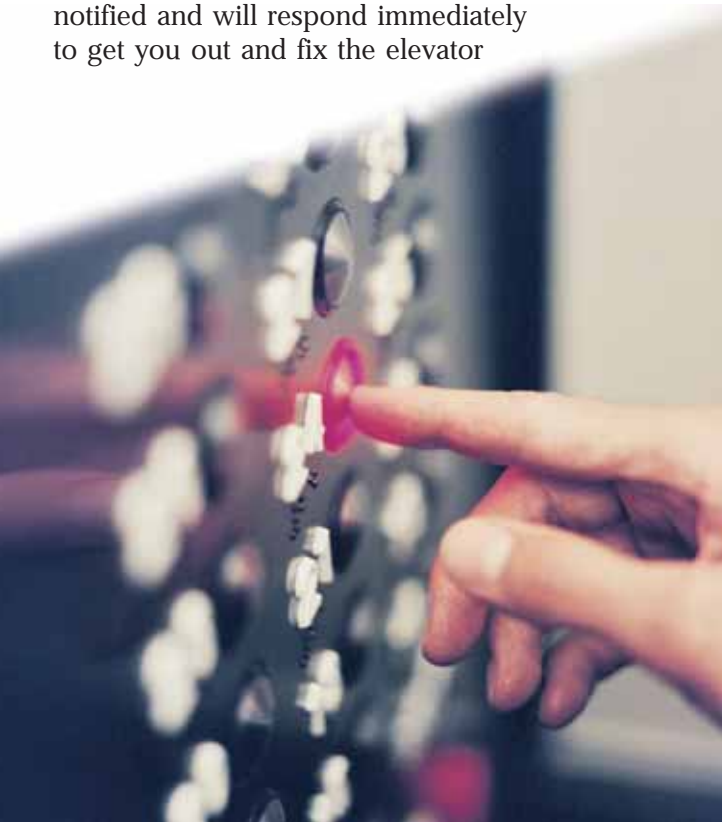


Give the following information:

- Elevator car number if known (number located inside elevator and on the outside, above the doors)
- Details of malfunction
- Name and telephone number

If you are trapped in an elevator

- Remain calm
- Press the emergency call button on the panel
- Give the elevator car number to the Security Officer when requested on the intercom; property management staff will be notified and will respond immediately to get you out and fix the elevator



POWER FAILURE

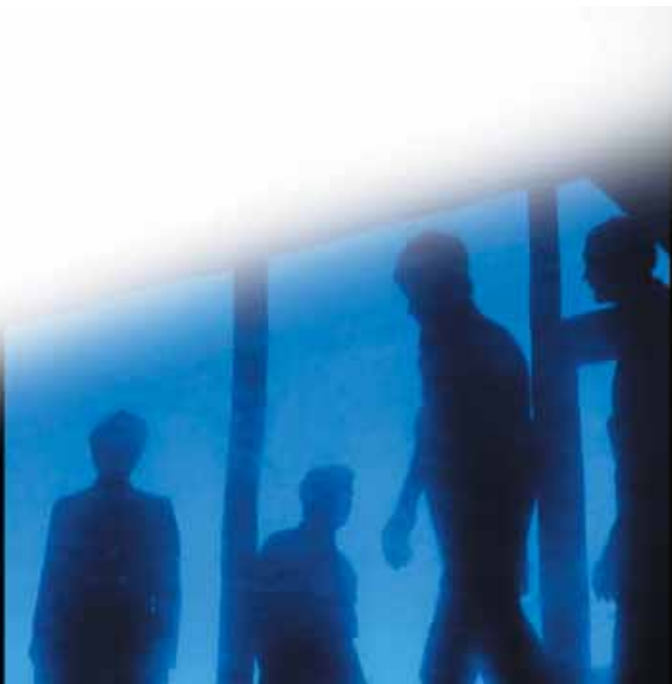
IMMEDIATE STAFF ACTION:

NOTIFY WSIB SECURITY IMMEDIATELY

(phone number)

**and advise location, description of problem
and other relevant information**

- Set all light fixtures, equipment and appliance switches to the OFF position to protect them when the power comes back on; it is not necessary to unplug telephones
- Remain in place and await instructions over the Public Address System from Building Management
- Report all persons trapped in elevators to WSIB Security, see above for contact numbers
- Do not use the elevator



Power Failure

EXPLOSIONS

IMMEDIATE STAFF ACTION:

Explosion On Your Floor

- Call 911 and WSIB security immediately (phone number)
- Provide the following information:
 - exact location of explosion – room and floor
 - type of explosion – gas, chemical or equipment
 - details of casualties – number and extent of injuries, if possible
- Remain calm
- Evacuate immediate area. If gas or chemicals are involved, allow emergency personnel to assist the injured and perform clean up
- Provide assistance to the injured, where possible, considering personal safety
- Follow instructions of Cadillac Fairview Incident Commander until “all clear” signal is given

Explosion Elsewhere in the Building:

- Remain calm
- Prepare to evacuate
- If evacuation is directed, follow the Evacuation Procedures set out in this Reference Guide



911



ANTHRAX THREAT

Definition: Anthrax is a biological threat and will most likely be seen as a white powder.

IMMEDIATE STAFF ACTION:



Unopened letter or package with the word “Anthrax” on its envelope or cover

- Do not shake or empty the contents of the envelope or package
- Cover the envelope or package (with garbage bag, paper, trash can etc.) and do not remove this cover
- Leave the room and close the door or section off the area to prevent others from entering
- Immediately wash your hands with soap and water

to prevent spreading any powder to your face

- Make a list of all people who were in the room or area and may have been exposed to the letter or package

Envelope with powder and powder spills out

- Do not try to clean up the powder. Cover the spilled contents immediately (e.g. garbage bag, paper, trash can etc.) and do not remove this cover
- Leave the room and close the door or section off the area to prevent others from entering
- Immediately wash your hands with soap and water to prevent spreading any powder to your face
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities)
- Make a list of all people who were in the room or area and may have been exposed to the letter or package



NOXIOUS FUMES

Definition: Noxious fumes can be gas, smoke or vapour with an offensive odour that may cause discomfort or illness.

IMMEDIATE STAFF ACTION:

If there has been a release of noxious fumes:

NOTIFY WSIB SECURITY IMMEDIATELY

(phone number)

**and advise location, description of problem
and other relevant information**

- Evacuate the immediate area
- If the release of the fumes is small and low risk, staff in affected area should subdue the released fumes at the source (if possible and safe to do so) before evacuating
- If the release of the fumes is large and there is a risk of explosion (as with solvent fumes) or immediate health hazard (as with strong acid fumes), evacuate the immediate area
- If fumes originate from within the affected area (i.e. from a substance being boiled on a heating apparatus), turn off the equipment where possible before leaving to limit further emissions



CARBON MONOXIDE

Definition: A colourless, odourless, poisonous gas, produced by incomplete burning of carbon-based fuels including gasoline, oil and wood. Carbon monoxide is also produced from incomplete combustion of many natural and synthetic products.

IMMEDIATE STAFF ACTION:



- Evacuate the immediate area
- Do not re-enter the area until given the “all clear”

Physical signs of carbon monoxide poisoning may include:

- headache
- nausea
- coughing
- ringing in the ears
- smarting eyes
- a ruddy complexion
- light-headedness
- drowsiness



HAZARDOUS MATERIALS

Definition: Any material that poses a threat to human health and/or the environment due to its toxic, corrosive, ignitable, explosive or chemically reactive nature.

IMMEDIATE STAFF ACTION:



- Evacuate the immediate area and keep people away from the site of any spill
- Do not walk into, touch, smell or taste any of the spilled substance; try not to inhale gases, fumes or smoke; if possible, cover mouth with a cloth while leaving the area
- Try to stay away from accident victims until the hazardous material has been identified
- Do not try to care for victims until the substance has been identified and authorities indicate it is safe to do so
- If the hazardous materials are outside the building, do not attempt to evacuate the building unless sufficient time is available to move completely away from the affected area or unless directed to do so by emergency services staff (police or fire authorities)
- If forced to move through a toxic spill, condition or cloud, move at right angles to the movement of the spill, condition or cloud; protect exposed skin and cover your nose and mouth to reduce risk of respiratory injury
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff



BIOLOGICAL & CHEMICAL THREATS

Definition: A biological attack is the deliberate release of germs or other biological substances. A chemical attack is the deliberate release of toxic gas, liquid or solid that can poison people and the environment.

IMMEDIATE STAFF ACTION:



- Immediately protect breathing airways (distance yourself from contamination source, cover nose and mouth with handkerchief, clothing etc.)
- Evacuate immediately and move outside and upwind from the source
- If evacuation outside is not possible, move to an interior room on a higher floor since many agents are heavier than air
- Cover bare arms and legs and make sure any cuts or abrasions are covered or bandaged
- If splashed with an agent, immediately wash it off using warm soapy water
- Decontamination of clothing and exposed portions of the body may be required; do this under the direction of emergency services staff (police or fire authorities)



This WSIB Staff Reference Guide of Emergency Specific Protocols is intended to provide staff with quick access to procedures for dealing with a variety of specific emergencies that could happen at (location).

More detailed information is available on CONNEX

- **(location) Crisis Action Plan and**
- **Emergency Specific Protocols**

You can also find this information in hard copy located in each floor's photocopy room and other key locations within (location).

If you have any questions about the procedures, please contact an Emergency Coordinator on your floor.

WSIB Security - (phone number)

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