

# **College of the North Atlantic**

---

## **Emergency Response Plan**

**November 4, 2016**

# Contents

<b>Part 1 Introduction</b>	5
1.1 Purpose of this Plan	5
1.2 College Premises	6
1.3 Manager/Supervisor Responsibility	6
1.4 Incident vs Crisis	6
1.5 Crisis Network	6
1.6 Local Incident Team (LIT)	7
1.7 Crisis Management Team (CMT)	7
1.8 Definitions	7
<b>Part 2 Incident Management Plan</b>	10
2.1 Being Prepared	10
2.2 Incident Management Readiness Checklist (CAs)	10
2.3 Incident Discovered	10
2.4 Local Incident Team	11
2.5 Local Incident Team – Managing Incidents	11
2.6 Managing the Incident – Checklist	13
2.7 During the Incident – Checklist	13
2.8 After Danger Has Passed – Checklist	13
2.9 Before Closure of Incident – Checklist	13
2.10 Turning Point from Incident to Crisis	14
<b>Part 3 Crisis Management Plan</b>	15
3.1 Crisis Declared	15
3.2 Types of Crises	15
3.3 CMT Takes Over	16
3.4 Emergency Contacts	16
Internal Emergency Contacts	16
General External Contacts	16
Police	17
Hospitals	17
Fire Departments	18
3.5 Emergency Operation Centre	19
3.6 Crisis Log Book	19
3.7 Emergency Responders	19
3.8 Human Resources	20
3.9 Media Communications/Contact	20
3.10 Updating Crisis Plan	20
<b>Part 4 Disaster Recovery</b>	21
4.1 Insurance Issues	21
4.2 Alternative Accommodations	21

<b>Part 5 Training</b> .....	22
5.1 Need for Training .....	22
5.2 LIT and CMT – Training .....	22
5.3 Full-Scale Training .....	22
5.4 Revision of Emergency Response Plan .....	22
<b>Part 6 Defusing &amp; Debriefing</b> .....	23
6.1 Defusing .....	23
6.2 Defusing Coordinator .....	23
6.3 Debriefing .....	23
6.4 Debriefing Coordinator .....	24
<b>Part 7 Fires</b> .....	25
7.1 Fire Prevention Rules .....	25
7.2 General Fire Information .....	26
Classes of Fire .....	26
Types of Extinguishers .....	26
General Guidelines Extinguishers .....	27
Fire Blankets .....	27
Fire Hazards .....	27
7.3 Fire Drills .....	28
7.4 Fire Marshal – Responsibilities .....	28
7.5 Deputy Fire Marshal – Responsibilities .....	28
7.6 Floor Wardens – Responsibilities .....	29
7.7 Deputy Floor Wardens – Responsibilities .....	30
7.8 Fire Outbreak .....	30
7.9 Clothing Fires .....	30
7.10 Laboratory Fire Procedures .....	30
<b>Part 8 Evacuation</b> .....	31
8.1 Evacuation – Hearing the Alarm .....	31
8.2 Evacuation for Individuals with Disabilities .....	31
8.3 Designated Assembly Areas .....	32
8.4 Partial Evacuation .....	32
<b>Part 9 Bomb Threats</b> .....	32
9.1 Telephone Bomb Threat .....	32
9.2 Email Bomb Threat .....	35
9.3 Suspicious Package/Letter .....	35
9.4 Discovery of Suspicious Letter/Package .....	36
9.5 Bomb Threat File .....	36
<b>Part 10 Hazardous/Dangerous Goods</b> .....	37
10.1 Chemical Handling – General Safety Guidelines .....	37
10.2 Chemical Storage .....	37

10.3	Small Hazardous Spill .....	38
10.4	Large Hazardous Spill .....	39
10.5	Spills to the Body .....	38
<b>Part 11 Shelter-in-Place .....</b>		<b>40</b>
<b>Part 12 Lockdowns .....</b>		<b>41</b>
12.1	Lockdown Procedures – All Building Occupants .....	41
12.2	Staff and Students Outside Building .....	42
12.3	Campus Director/Manager .....	42
12.4	Partial Lockdowns .....	42
<b>Part 13 Medical Emergency .....</b>		<b>43</b>
13.1	Examples of Life-Threatening Medical Emergencies .....	43
13.2	General Procedures .....	43
13.3	Minor Injury or Illness .....	44
<b>Part 14 Suicide Crisis Intervention .....</b>		<b>45</b>
14.1	Suicide Threat .....	45
14.2	Suicide Attempt .....	45
<b>Part 15 Loss of Service .....</b>		<b>46</b>
<b>Part 16 Pandemic .....</b>		<b>47</b>
16.1	Pandemic Leadership Organizations .....	47
16.2	Environmental Health and Safety .....	47
16.3	Academic .....	48
16.4	Human Resources .....	48
16.5	IT .....	48
16.6	Physical Plant .....	49
16.7	Residences .....	49
16.8	Security Services .....	49
16.9	Communications .....	49
16.10	Employee Responsibilities .....	50
16.11	Student Responsibilities .....	50
<b>Appendix A Campus Profile .....</b>		<b>52</b>
<b>Appendix B Incident Log .....</b>		<b>53</b>
<b>Appendix C Campus Floor Plan .....</b>		<b>54</b>
<b>Appendix D Fire Drill Report .....</b>		<b>55</b>
	<b>False Alarm Report .....</b>	<b>55</b>
	<b>Fire Report .....</b>	<b>55</b>
	<b>Fire Protection Report .....</b>	<b>56</b>

## **PART 1 INTRODUCTION**

College of the North Atlantic is committed to the welfare of its students, faculty, staff and visitors. To that end, this emergency response plan was developed to ensure that the College is prepared and in a state of readiness for any crisis or incident that may affect or impact the College.

The law regards most emergencies as foreseeable and preventable rather than ‘Acts of God’ and the College has a legal obligation to anticipate problems and to plan for minimizing their likely effects. All procedures outlined here have been prepared in accordance with appropriate laws, regulations and policies governing emergency preparedness including CNA’s HR-405, Occupational, Health and Safety and FA-303, College Closure – Emergency Situations policies.

Details in this plan are the College’s way of responding to a crisis or incident and College staff, faculty and students are required to adhere to this plan. By following this plan, the College should be able to handle an incident or crisis more effectively and efficiently and initiate a recovery in a timely and effective manner in order to get the College back to normal operations as quickly as possible.

This emergency response plan is a living document and will be continually reviewed and amended as appropriate. CNA employees are asked to not deviate from these procedures without first checking with a member of the Crisis Management Team.

### **1.1 Purpose of this Plan**

The purpose of this plan is:

- To identify and prioritize the risks which could seriously disrupt the functioning of all or part of the College operations.
- To reduce the impact of events on the business and activity of the Campus/College to tolerable levels via the preparation and implementation of Plans.
- To give priority to safeguarding the health, safety and welfare of staff, students and visitors, should an event take place.
- To enable the Campuses/College to restore its key functions within acceptable timescales.
- To serve as a training and reference guide, and to provide a template for the preparation of Local Incident Plans.

### **1.2 College Premises**

This plan applies to all areas of activity, responsibility, and premises occupied and utilized by the College, including all off-campus sites.

Where campuses are a tenant of an external organization, the landlord must be informed of the College's emergency plan and the College must have a copy of the landlord's emergency plan (if applicable).

### **1.3 Manager/Supervisor Responsibility**

It is vitally important that if an event occurs within the College, those in positions of responsibility know precisely what to do in order to keep damage to people and property at a minimum.

Supervisors' responsibilities include:

- a) Ensuring that the CMT or LIT in your Campus/area keep you informed of any incidents or occurrences;
- b) Keeping relevant **LIT** and **CMT** informed of any matters that come to light as a consequence of an incident or as a result of finding alternative solutions to an incident;
- c) Providing information that may affect other parts of the College (such as adjacent buildings or other parties sharing a building) to the **CMT**; and
- d) Briefing all existing and new staff about the guidelines in this plan and updating them on a regular basis.
- e) Ensuring that all media requests or statements to outside agencies after an incident has occurred are vetted through the Marketing and Communications department.
- f) Ensuring that they understand and are aware of the proper steps to take in the event of an incident or emergency.

### **1.4 Incident vs Crisis**

Emergencies can arise from many different causes, for example: a fire; contamination incident; an explosion (accidental or bomb); a flood; and/or a major power cut.

The manner and speed with which the campus/College and its employees react to any unexpected problem or threat can seriously affect the outcome of the situation, and the subsequent recovery of business.

There is a distinction between "incidents" and "crisis" in this plan. They differ because of the business and human implications and as such each requires a different response.

### **1.5 Crisis Network**

To ensure that incidents or crises are professionally handled, the College will implement teams who are responsible for each.

## 1.6 Local Incident Team (LIT)

Each Campus will form a Local Incident Team (LIT) whose responsibility will be to take control and operate autonomously in the event of an incident and which will report directly to the Crisis Management Team (CMT) if a crisis should occur.

Members will be appointed by the Campus Director/Manager from across the various operations within the campus and at minimum should include:

- Campus Director/Manager;
- Fire Marshall;
- OHS employee committee member; and
- Guidance Counsellor (or alternate).
- Other LIT members may be co-opted to provide planning and technical advice as necessary or required.

## 1.7 Crisis Management Team (CMT)

The Crisis Management Team (CMT) is composed of a small group of senior management employees who have the authority to make swift and very major decisions in the event of a crisis. The CMT will be supported by the relevant LIT affected by the crisis.

The Crisis Management Team (CMT) will include the following:

- President;
- Vice President Academic Programs and Delivery;
- General Counsel;
- Chief Operating Officer;
- Vice President Partnerships, Innovation & Entrepreneurship;
- Director of Human Resources;
- Facilities Manager;
- Labour Relations Officer;
- Manager of Marketing and Communications;
- Labour Relations Assistant or alternate administrative support.

The CMT may co-opt other members as conditions determine. If a primary member of the CMT is unavailable, their designated replacement may be co-opted to the team.

## 1.8 Definitions

For the purposes of this plan the following definitions will apply:

**Incident**

Incidents are events such as spillages, floods, fires and explosions that generally happen quickly, unexpectedly and demand immediate action. Although incidents can be major and serious they do not, generally, have serious ongoing implications for the whole business. Events like these can usually be handled by the Local Incident Team (**LIT**).

**LIT**

A Local Incident Team (**LIT**) is comprised of members appointed by the Management of the Campus from across the various operations within the site. It is responsible for drawing up and maintaining an Incident Plan. The **LIT** will operate autonomously in the event of an incident.

**CMT**

The Crisis Management Team (**CMT**) is comprised of a small group of management employees who have the authority to make swift and very major decisions in the event of a crisis. The **CMT** is supported by the relevant **LIT**'s affected by the crisis.

**Crisis**

A crisis is defined as “a time of acute danger or difficulty”, a “turning point”. It may involve an event that the LIT cannot manage or has extended to include multiple sites and/or college systems (e.g. Information Technology and/or Business Systems). It could also include an external event that impacts the College.

**Event**

An occurrence leading to an incident or a crisis.

**Emergency Operation Center (EOC)**

A physical or virtual location at which the coordination of information and resources takes place to support local incident management activities.

**Recovery**

Recovery is the act of getting the College back to normal operations as soon as possible following an incident or crisis.

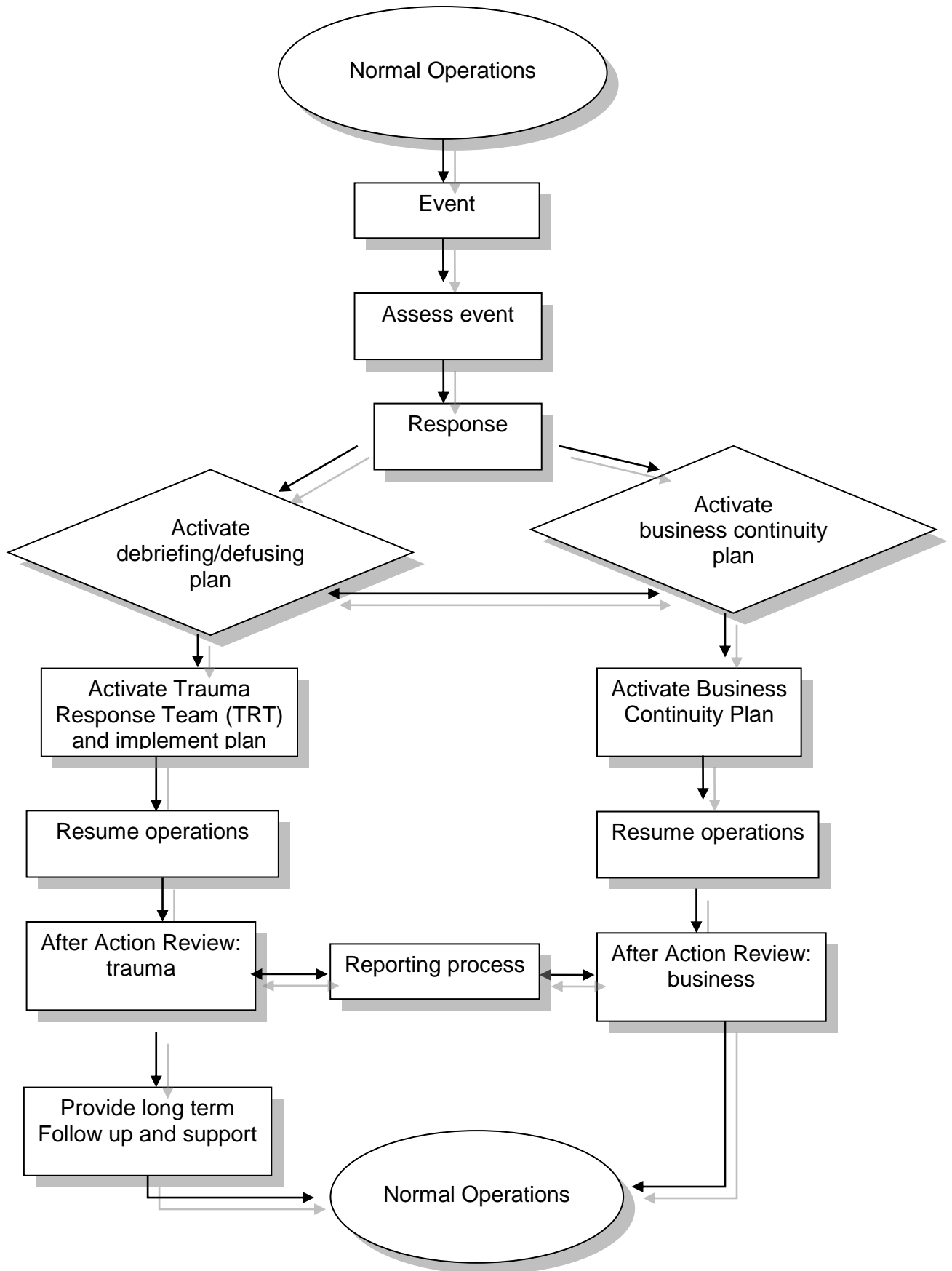
**Management**

When referenced in this plan, Management refers to executive, senior management and management employees of College of the North Atlantic.

**Campus Director/Manager**

Campus Director/Manager refers to the Campus Director/Manager for each campus and the Facilities Manager for Headquarters.





## **PART 2**

### **INCIDENT MANAGEMENT PLAN**

An incident is the unusual happening...unexpectedly such as a fire or explosion occurring in a building, office, laboratory, etc. or a person overcome by noxious fumes. The emphasis in Incident Management is the handling of serious incidents that are likely to threaten life and the smooth running of the College.

#### **2.1 Being Prepared**

All key College staff should be briefed on these emergency procedures so that in the event of an incident, they can respond quickly and appropriately.

The Chief Operating Officer will be responsible for ensuring Campus Director/Managers and other senior management employees are trained in these procedures. It will then be the responsibility of the Campus Director/Manager to ensure that each Local Incident Team carries out regular training exercises and that all employees and students at their campus are aware of the procedures.

Every employee should be provided with the names and daytime contact numbers for each member of the LIT at their campus or location and these details should also be displayed throughout the Campus. It is particularly important that employees, such as security who are on the premises outside normal working hours, are fully equipped with this information.

#### **2.2 Incident Management Readiness Checklist (Campus Director/Managers)**

- Read and/or familiarize yourself with the College of the North Atlantic Emergency Response Plan.
- Establish a suitable Local Incident Team.
- Display an up-to-date list of LIT member's contact information.
- Designate a suitable Incident Room.
- Determine, circulate and display evacuation routes.
- Distribute checklists to assist with emergency responses.
- Train all key staff in incident procedures.
- Schedule regular meetings of the LIT to review the College's emergency response plan.

#### **2.3 Incident Discovered**

Employees who discover an incident should immediately contact their manager/supervisor or a member of the LIT to report the incident. The team will then move into action and initiate the appropriate response.

In the event local emergency responders are required, they are to be contacted immediately (Police, Fire Department, Ambulance, Poison Control, Emergency Measures Operations, and Newfoundland Power), see pages 16-18 for contact information.

It is important that the person who discovers the incident try to recall as clearly as possible details of the incident and the sequences of events leading up to and following the discovery. Where possible, the details should be documented as soon as possible.

#### **2.4 Local Incident Team - Immediate Checklist**

The **LIT** member contacted should immediately:

- Undertake a fast initial assessment of the risks involved.
- Alert the local emergency responders if appropriate and if not already done so.
- Begin evacuation, lock down and containment (if necessary).
- Call together as many LIT members as possible.
- Note names of any missing staff.
- Arrange for the Emergency Operations Centre (EOC) to become operational.
- Start a log book as described in Appendix B.

#### **2.5 Local Incident Team - Managing Incidents**

The following can be used to guide LIT members during an incident. An Incident Plan will provide the information needed to resolve the incident.

- i. Contact local emergency responders as required. Important information such as the location of entrances and exits, evacuation routes, potential hazards such as materials in storage, a description of the facilities, and the number of students and staff should be provided to them quickly and accurately.
- ii. If evacuation is required, ensure that outside assembly areas are safely away from the building and not obstructing emergency responders
- iii. Evacuation routes should be clearly defined and everybody made aware of them.
- iv. In the event that a lockdown is required, lockdown procedures should be implemented immediately (pages 41-42). Campus Director/Managers should ensure that all staff and students are aware of lockdown procedures.

- v. The Campus Director/Manager will direct operations and appoint a secretary whose task will be to keep a log of the events. An incident log book should include the times and dates of when instructions were issued and carried out and any follow-up actions that were undertaken. It should also include the person(s) responsible for each of the tasks (Appendix B).

Incident log books provide permanent records of incidents and may be used in a court of law or at a formal enquiry. They may also be useful in preventing and/or responding to other incidents that may occur.

- vi. A designated emergency operation centre (EOC) should be identified and set up on site and equipped with:
- Telephone jacks
  - Power outlets
  - Data Coms sockets for computer access

The EOC should also have access to:

- Fax machine
- Printer
- Internet
- First Aid Kit
- Fresh Water
- Washrooms
- Quite space

An alternate off site EOC should also be identified and equipped as per the above in the event one cannot be utilized on site.

Campus Director/Managers and the Facilities Manager should have an emergency EOC kit in their office that is clearly marked and contains the following:

- 1 flash light
- 1 pack of batteries
- Small first aid kit
- 1 disposable camera
- 2 note pads
- 4 pens
- High visibility jackets identifying LIT members
- A full and complete copy of the College of the North Atlantic Emergency Response Plan
- 12 copies of the Appendixes A through R.

- vii. Immediately inform the Facilities Manager of any incident.

- viii. If an incident is likely to have some impact on other Campuses or the College in general, the Crisis Management Team (CMT) should be informed.
- ix. Direct all media requests to the Manager of Marketing and Communications.
- x. Assess what has been done and determine any action that is still required.

## **2.6 Managing the Incident – Checklist**

- Have danger areas been evacuated?
- Have all staff, students and visitors been accounted for?
- Is the Emergency Response Plan in use?
- Have necessary building plans been made available?
- Are the emergency responders getting all the help they need?
- Should the **CMT** be informed?
- Has the Manager of Marketing and Communications been informed?
- Has secretarial support been generated?
- Can business be carried on?
- What additional support is required?
- Has the Facilities Manager been contacted?
- Has the Incident Log Book been maintained fully and accurately?

## **2.7 During the Incident – Checklist**

- Who is liaising with the local emergency responders?
- Who is liaising with the Manager of Marketing and Communications?
- Who is communicating with staff and students?

## **2.8 After Danger Has Passed – Checklist**

- Determine that the danger has passed.
- Debrief all those directly involved with the incident as quickly as possible.
- Ensure the LIT secretary responsible for the log is present at all debriefings
- Assess the sequence of events and action taken.
- Establish a Recovery Team.
- Return to normal work routines as soon as possible (if appropriate).
- In consultation with the Facilities Manager (where appropriate), determine if repairs to the building are required and if contractors are needed to carry out the repairs.
- Determine if service to students is affected and if so, what alternative provision is available?

## 2.9 Before Closure of Incident – Checklist

No more than one month after an incident has taken place a check should be made by the LIT to ensure that all follow-up tasks have been completed, and questions answered.

- Similar danger areas elsewhere in the Campus/College have been inspected and/or upgraded.
- Faulty parts have been replaced, where needed.
- Computer and back-up systems are working effectively.
- Did the communication system work?
- Were there sufficient experts on hand?
- What mistakes were made?
- Have appropriate engineers/Health & Safety and other experts been asked for their views?
- Have all suggested improvements been implemented?
- Has the Emergency Response Plan been amended to take these lessons into account?
- Has the Log Book been fully and accurately completed?
- Has the Recovery Team been established?

## 2.10 Turning Point from Incident to Crisis

There are several reasons why an Incident should be considered sufficiently severe to become regarded as a crisis. Possible indicators are as follows, though there may be other reasons why a LIT may request the CMT to take control.

- **The Incident starts to adversely affect other Campuses.**
- **The Incident severely damages the infrastructure of the College.**
- The Incident exceeds the ability of the LIT to manage.
- The Incident gets such a level of publicity that the College's image is being damaged or individuals are being vilified.
- If the incident involved a fatality or a number of serious injuries.

## **PART 3**

### **CRISIS MANAGEMENT PLAN**

A crisis is an event which causes a significant disruption to normal business. It is a time of acute danger or difficulty and because of the complexity and potential impact on the whole College, may involve external agencies.

The following crisis management plan provides the management structure, key responsibilities, emergency assignments, and general procedures to follow during and immediately after an emergency. The College has established this plan to address the immediate requirements for a major disaster or emergency in which normal operations are interrupted and special measures must be taken.

#### **3.1 Crisis Declared**

A crisis may be declared by the CMT as a result of:

- A campus incident that has escalated beyond the ability of the LIT to manage and/or contain it and/or has started to impact the rest of the College.
- An event that is so serious that it warrants a crisis response.
- An event that takes place beyond the boundaries of the College but impacts the workings of the College.
- An event that takes place within the boundaries of the College, but in space occupied by another organization, and which adversely impacts the College.

Examples of a crisis include:

- Fire, explosion or collapse of a College building.
- Outbreak of infectious disease.
- Terrorist activity.
- Loss of major College service such as computer or telecommunications.

#### **3.2 Types of Crises**

Two types of crises that may affect the normal operation of the College are a college crisis and a community crisis.

A College crisis is defined as an emergency which involves the risk of loss of life or property or which threatens the safety, welfare and well-being of some or all of a campus' or the College's students and staff, and/or which cannot be adequately handled by a LIT.

A community crisis is defined as an emergency other than a war in any area of the municipality/local area which involves the risk of loss of life or property or which

threatens the safety, welfare and well-being of some or all of the residents of that area.

When situations escalate beyond what is defined as a community crisis, the municipality will contact the Emergency Measures Operations division of the Department of Municipal and Provincial Affairs. When Federal assistance is required the municipality will request through the Emergency Measures Operations division of the Department of Municipal and Provincial Affairs.

### 3.3 CMT Takes Over

Local Incident Teams will assess an incident and determine if it is likely to impact other campuses or the College in general or has expanded and exceeded the ability of the team to manage and contain it. In either case the Crisis Management Team (CMT) will be informed and will then take over.

### 3.4 Emergency Contacts

#### INTERNAL EMERGENCY CONTACTS

<b>President's Office</b>	709-643-7701
<b>Marketing &amp; Communications Manager</b>	709-643-7721 709-649-0626 (cell)
<b>Facilities Manager</b>	709-643-7736 709-649-0905 (cell)
<b>Director Of Human Resources</b>	709-643-7852 709-649-6364 (cell)
<b>Information Technology</b>	709-758-7005 OR 709-687-7877
<b>Student Services</b>	709-643-7835 709-649-3589 (cell) or

Depending on the crisis situation, emergency responders may be contacted.

#### EXTERNAL EMERGENCY CONTACTS

##### General Contacts

<b>Newfoundland and Labrador Emergency Measures Organization (NLEMO)</b>	709-729-3703
<b>Poison Information Centre (24 hours)</b>	
Corner Brook	709-634-7121
Gander	709-256-5552/5553
Grand Falls-Windsor	709-292-2500



St. John's	709-722-1110
<b>Power Outages &amp; Emergencies (24 hours)</b>	1-800-474-5711 1-888-491-5066
<b>Communication Services</b>	
Bell-Aliant	1-866-425-4268
Rogers	1-866-727-5322
Eastlink	1-888-345-1111
<b>Department of Environment</b>	1-800-563-6181
<b>Newfoundland &amp; Labrador Health Line</b>	1-888-709-2929

**Police (RCMP or RNC as applicable)**

<b>Location</b>	<b>Phone Number</b>
Baie Verte	709-532-4221
Bonavista	709-468-7333
Burin	709-891-2569
Clarenville	709-466-3211
Corner Brook	911 709-637-4433 (RCMP) 709-637-4100 (RNC)
Gander	709-256-6841
Grand Falls-Windsor	709-489-2121
Happy Valley-Goose Bay	709-896-3383
Harbour Grace	709-596-5014
Labrador City (RNC)	709-944-7602
Placentia	709-227-2000
Port aux Basques	709-695-2149
Stephenville	709-643-2118
St. Anthony	709-454-3543
St. John's	911 709-722-5400 (RCMP) 709-729-8000 (RNC)

**Hospitals**

<b>Location</b>	<b>Name</b>	<b>Phone Number</b>
Baie Verte	Baie Verte Peninsula Health Centre	709-532-4281
Bonavista	Bonavista Peninsula Health Centre	709-468-7881
Burin	Burin Peninsula Health Centre	709-891-1040
Carbonear	Carbonear General Hospital	709-945-5111
Clarenville	G.B. Cross Memorial Hospital	709-466-3411
Corner Brook	Western Memorial Regional Hospital	709-637-5000

Gander	James Paton Memorial Hospital	709-651-2500
Grand Falls-Windsor	Central NL Regional Health Centre	709-292-2500
Happy Valley-Goose Bay	Melville Hospital	709-896-2417
Labrador City	Captain William Jackman Memorial Hospital	709-944-2632
Placentia	Placentia Health Centre	709-227-2013
Port aux Basques	Charles L. Legrow Health Centre	709-695-2175
Stephenville	Sir Thomas Roddick Hospital	709-643-5111
St. Anthony	Charles S. Curtis Memorial Hospital	709-454-3333
St. John's	General Hospital (Health Sciences)	709-777-6300
	Janeway	709-777-6300
	St. Clare's Mercy Hospital	709-777-5000

### Fire Departments

Location	Phone Number
Bonavista	709-468-2222
Burin	709-891-2113
Carbonear	709-596-4111
Clarenville	709-466-7777
CBS	709-834-6540
Corner Brook	911 709-634-5222
Gander	709-256-1111
Grand Falls-Windsor	709-489-0430
Happy Valley-Goose Bay	709-896-2222
Labrador City	709-944-7778
Placentia	709-227-3200
Port aux Basques	709-695-2323
St. Anthony	709-454-8333
St. John's	911
Central Station	709-758-3229
Brookfield Station	709-758-3236
Goulds Station	709-758-3240
Kenmount Rd Station	709-576-8591
Kent's Pond Station	709-576-8592
Mount Pearl Station	709-576-8034
West Station	709-576-8501
Springdale	709-673-4333
Stephenville	709-643-2176
Stephenville Crossing	709-646-5555

### 3.5 Emergency Operation Centre

The Crisis Management Team will designate a primary room (onsite) and secondary room (offsite) for an Emergency Operation Centre (EOC).

The room should be equipped with:

- Telephone jacks
- Power outlets
- Data Coms sockets for computer access

Other things needed in or near the EOC:

- Computer/laptop
- Mobile phones/BlackBerry
- Fax machine
- Printer
- Internet
- First aid kit
- Fresh water
- Washrooms
- Quiet space

### 3.6 Crisis Log Book

The President will designate an Executive/Administrative Assistant to keep a log book of the crisis, documenting all decisions made and actions taken by the CMT, along with the times and sources of information. See Appendix B for a copy of the form.

### 3.7 Emergency Responders

If the crisis situation involves protracted conditions, emergency responders may take overall command and control of the situation by way of co-ordination, communications and investigation.

In the event of a large number of casualties, the RCMP or the RNC may establish a casualty enquiry bureau at police headquarters. The bureau will handle all enquiries relating to casualties, and will liaise with local hospitals. CNA's human resources department may be called upon for key contact information.

Emergency responders may require:

- Unobstructed access to the area.
- Large rooms to be made available for treatment of casualties etc. or for the establishment of offices.
- Communication facilities.
- Places for the emergency responders to park vehicles and establish a control point.

During a crisis, emergency responders may deem the College to be a crime scene. If this is the case, the controlling officer may:

- Restrict access to and from the scene and to wider areas;
- Establish control points;
- Demand meetings with key staff;
- Interview all affected staff;
- Call in counseling services;
- Establish investigating and liaison officer roles;
- Establish an incident bureau where all relevant College calls will be directed;
- Second staff for their investigations;
- Direct areas not to be disturbed;
- Take into possession any relevant records.

### **3.8 Human Resources**

The Labour Relations Officer, as a member of the CMT, will be responsible for human resources issues such as arranging for contact with families and authorities and for providing occupational health services. They will also be the primary contact for providing information about College staff to emergency responders as required.

### **3.9 Media Communications/Contact**

All media requests should be directed to the Manager of Marketing and Communications.

### **3.10 Updating Crisis Plan**

The Facilities Manager will regularly review and revise the crisis management plan as appropriate and will submit the revisions to the Chief Operating Officer for final approval by executive.

## **PART 4 RECOVERY**

Disaster recovery is the key to getting the College back to normal operation as soon as possible after an incident or crisis occurs. It will be undertaken by a recovery team made up of members of the LIT or CMT as appropriate and it is likely that the team will need input from other sources such as the Campus involved, the Facilities Manager, the College's procurement office, the College's insurance provider, Student Services, and/or Human Resources.

The Marketing and Communications Office will also be kept informed of progress so that they can issue appropriate communications to the media as required.

### **4.1 Insurance Issues**

Any incidents where damage to buildings/property are estimated to be over \$25,000 should be immediately reported to the Facilities Manager.

Any incidents of personal injury should be immediately reported to the Human Resources Office and the Facilities Manager.

Any incident resulting in a casualty should be immediately reported to the Police, President, Human Resources, and the Facilities Manager.

Incidents other than those listed above (damage over \$25,000, injury, and/or loss of life) should be reported at the earliest opportunity.

### **4.2 Accommodation**

In the event of an incident or crisis, alternative accommodations may be required either on a short-term or long-term basis. The CMT will be responsible for determining alternative accommodations as required.

## **PART 5 TRAINING**

### **5.1 The Need for Training**

Training all employees who have a role in this plan is essential. Training exercises are useful for helping staff perform their emergency response roles. Exercises help to:

- Test emergency plans;
- Familiarize employees with roles and responsibilities;
- Practice skills of emergency response;
- Identify opportunities to improve emergency plans;
- Test equipment, procedures and protocols;
- Develop and improve working relationships with other emergency response organizations;
- Build confidence in responders;
- Increase confidence in the emergency plan; and
- Maintain general awareness of the plan.

### **5.2 LIT and CMT - Training**

All LIT and CMT members should become familiar with the contents of this plan and know their roles and responsibilities in the event of an incident or crisis. Local incident teams should carry out limited training exercises on a regular basis including fire, lockdown and evacuation procedures and investigate specialized training in their local areas to ensure a professional approach.

### **5.3 Full-Scale Training**

The crisis management team should carry out at one full-scale training exercise at least once every two years involving emergency responders so that, in the event of a real crisis, emergency responders are familiar with the College's emergency response plan. Legislative requirements for evacuation drills can be found in Part 8.

After every training exercise, a debriefing of all players should be held and "lessons learned" document prepared and forwarded to the CMT to incorporate into the College's Emergency Response plan.

### **5.4 Revision of Emergency Response Plan**

Changes in organizational structure will necessitate regular revision and updating of this plan, and more training.

## PART 6 DEFUSING AND DEBRIEFING

### 6.1 Defusing

Critical incidents may seriously affect the emotional well-being of employees; therefore, it is important that CNA respond to these incidents appropriately and effectively by carrying out a defusing service within 8 to 72 hours after an incident or crisis has occurred. Managers/supervisors are responsible for initiating defusing services to affected employees and it is essential that they not wait until employees have had persisting stress responses before activating.

Defusing is the process of *talking it out* whereby victims and individuals are provided an opportunity to vent about disaster related memories, stresses, and/or losses with a trained defusing coordinator. A defusing session is normally conducted in a location removed from the scene of the incident or crisis and is an informal process that encourages open, free expression of feelings and thoughts.

### 6.2 Defusing Coordinator

A defusing coordinator is normally an internal employee such as a guidance counsellor who has been trained to assist employees in crisis but could also include a qualified service provider or employee(s) from another government agency. A coordinator will explain the physical, emotional, and mental reactions that are, or may be experienced by some or all employees and the resources available to those who may require more assistance. Defusing also provides the coordinator with an opportunity to determine if a debriefing session is required.

The need for support and rotation of coordinators must also be built into the system when demands are high. Cooperative links with other agencies may need to be established to ensure backup is available.

### 6.3 Debriefing

A debriefing session is a preventative intervention carried out by a trained debriefer that is designed to reduce the likelihood of stress-related symptoms and encourage self-managed recovery after an incident or crisis has occurred. It provides participants with an opportunity to get the whole picture of the incident or crisis and to ask questions or talk about what happened in a non-structured way. It is usually held 24 -72 hours after an incident or crisis when employees have recovered enough and have begun to assimilate the experience and have a range of reactions and responses that need to be understood.

## 6.4 Debriefing Coordinator

A trained debriefer will:

- Introduce the session and outline the rules of confidentiality, non-judgment and the freedom to talk.
- Invite participants to give their account of the incident and share their thoughts at the time of the incident or after it occurred.
- Review staff reactions during the session.
- Review any stress-related symptoms that may be present in the group.
- Provide focused education, advice and information to assist in understanding and managing stress-related symptoms.
- Undertake problem solving for issues arising in the course of the session and prepare for the recovery and/or return to work processes for affected employees.
- Assess the need for follow-up sessions.



## **PART 7**

### **FIRES**

College of the North Atlantic buildings are all equipped with smoke and fire alarms. Fire response procedures are designed to protect the health and safety of all staff, students and visitors of College of the North Atlantic. All building occupants share responsibility for the coordinated response and evacuation to fire.

#### **7.1 Fire Prevention Rules**

- Smoking is NOT permitted inside any College of the North Atlantic building or on any College premises.
- Report electrical malfunctions, broken electrical fixtures or equipment immediately to administration.
- Care must be taken with the application of flammable spray type reagents or cleaning substances. These containers should not be stored near any heating appliance or near a window where the direct rays of the sun may affect them.
- No material shall be stored or placed in corridors.
- Extreme caution shall be exercised while cooking.
- Combustible materials must be stored in safety cabinets.
- Only preauthorized personnel are permitted entry to any furnace room, electrical room or mechanical room.
- Accumulation of combustible waste materials in any area is to be avoided.
- No materials of any kind are permitted to be placed so as to obstruct an exit, stairway, fire escape, or landing.
- Greasy or oily rags or paper shall not be mixed with regular combustible refuse, but shall be placed in an appropriate covered metal container.
- All interior decorations, e.g. crepe paper, Christmas trees, etc. shall be of the flame-retardant type.
- Combustible materials such as art work, displays, posters, etc., which are attached to walls shall not exceed 20% of the wall area.

- Vehicles parked outside preventing ready access for firefighting equipment, will be towed away immediately at the owners' expense. A fine may also be levied.

Storage of any oxidizing agents and other fire-dangerous chemicals must be in approved safety cabinets.

## 7.2 General Fire Information

**The following information is presented for information purposes. In the event of a fire students and staff must evacuate the building as per fire regulations.**

### A. Classes of Fire

In order to have a fire there are three requirements, oxygen, burnable material, and an ignition source. To extinguish a fire you have to select the proper class of extinguisher and this choice is based upon the type of flammable material involved.

Class A	paper, wood, cloth, rubbish
Class B	gasoline, oil, paints, grease, and other flammable liquids
Class C	overloaded or short-circuited live electrical equipment, motors, etc.
Class D	flammable metals (e.g. sodium, potassium, zirconium, titanium, and magnesium)

### B. Types of Extinguishers

Class A: These extinguishers contain ordinary water under pressure. This type of unit is found in the Fire Hose Cabinets. Each cabinet has a system of valves connected to a water main supply, a length of hose and a nozzle. This system is for use of firefighters or trained personnel.

Class B & C: These extinguishers are dry chemical and contain a fine powder under pressure. The powder, usually sodium or potassium bicarbonate, smother the flames and deprive the fire of oxygen.

Some extinguishers contain carbon dioxide (CO<sub>2</sub>), a dry odorless gas stored under high pressure. These units are particularly useful against electrical or instrument fires as there is no residual material when discharged.

Note: Class D fires require a special dry power or sand, or graphite power. This is dependent upon the metal involved. There are no flammable metals used in F Block thus these types of extinguishers are not available.

### C. General Guidelines for use of Extinguishers

The acronym **P-A-S-S** is used to describe the four-step process in operating a fire extinguisher.

**Pull:** Pull the safety pin on the extinguisher.

**Aim:** Aim the hose of the extinguisher at the base of the fire.

**Squeeze:** Squeeze the handle to discharge the material.

**Sweep:** Sweep the hose across the base of the fire from side to side.

### D. Fire Blankets

Fire blankets are made of wool, fiberglass or other fire retardant material. The blanket is folded in a manner that allows it to be opened quickly. Fire blankets are located in the laboratory areas.

Note: Fire blankets are not recommended as the primary method of extinguishing clothing on fire as they require time to move to the area of the blanket allowing the fire to spread. Additionally the wrapping of the blanket around the victim may cause the fire to spread and/or force hot gases to be directed around the persons face allowing the gases to be inhaled. If your clothing should happen to catch fire you should stop, drop, and roll over several times to smother the flames.

### E. Fire Hazards

Fires require fuel, air and heat. All buildings contain fuel sources amply supplied with air to promote combustion. Heat, then, is generally the only requirement to cause fires.

Some sources are:

- carelessly discarded cigarettes;
- overloaded electrical circuits;
- faulty wiring;
- faulty switches and electrical appliances;
- carelessly left clothes and soldering irons;
- unsupervised cooking;
- oil saturated rags (spontaneous combustion);
- inadequately or faultily shielded exhaust systems;

- substandard working areas for welding or cutting;
- volatile fumes and gases;
- incandescent light bulbs too near combustible materials;
- magnified sunlight;
- explosive degree of dust contamination;
- inadequately lubricated machinery;
- rubbish accumulation.

### **7.3 Fire Drills**

Emergency fire drills shall be conducted at each College building at least four times per year.

### **7.4 Fire Marshal – Responsibilities**

Each campus and/or building of College of the North Atlantic will have a fire marshal (and designate) appointed by the Campus Director/Manager(s) and/or other senior administrator located at that building.

A Building Fire Marshal is responsible for:

- Providing leadership in the event of an emergency.
- Providing liaison activities with the Fire Department and/or other emergency responders in the event of an emergency.
- Appointing other personnel as may be required.
- Working with fire marshals from buildings in the local area in order to coordinate a shared approach and provide mutual assistance in the event of an emergency.
- Preparing a fire safety plan.
- Carrying out fire drills as prescribed in this plan.
- Reporting changes in the status of the building to senior administration and/or the Deputy Fire Marshal.
- Completing the fire alarm report (Appendix ..... ) after each drill or fire and submitting to the Facilities Manager.

### **7.5 Deputy Fire Marshal – Responsibilities**

Each campus and/or building of College of the North Atlantic will have a deputy fire marshal (and designate) appointed by the Campus Director/Manager(s) and/or other senior administrator located at that building.

A Deputy Fire Marshal is responsible for:

- Fulfilling the duties of the Fire Marshal when the Fire Marshal is absent.

- Notifying the Fire Marshal of the replacement when the Deputy Fire Marshal is absent.

## 7.6 Floor Wardens – Responsibilities

Each campus and/or building of College of the North Atlantic will have floor wardens appointed by the Campus Director/Manager(s) and/or other senior administrator located at that building.

Floor Wardens are responsible for:

- Ensuring the safety of all employees, students and visitors on their floor (or wing) in the event of a fire or other emergency during office hours.
- Advising the building Fire Marshall of all emergencies.
- Establishing a search team on their floor in the event of a bomb threat and supervising the resulting search procedures.
- Appointing Deputy Floor Wardens as may be required.
- Informing the Fire Marshal of the names and location(s) of physically handicapped students and staff and appointing Floor Monitors to assist these disabled students or staff during an evacuation.
- Ensuring they are familiar with the provisions of this emergency response plan and its procedures.
- Conducting visual checks of their floor/wing and reporting any faulty condition (i.e. fire doors wedged or blocked open; exit lights out; inoperative or obstructed first aid firefighting equipment; and obvious fire hazards such as accumulation of combustibles, oily rags, defective electrical wiring or unauthorized smoking in the building) to the building Fire Marshal.

During a fire a Floor Warden is responsible for:

- Supervising immediate evacuation of personnel close to the fire, then evacuation of entire floor, if required.
- Conducting a visual inspection of assigned area (including classrooms, labs, conference rooms, offices, washrooms, etc.) to ensure all people have been evacuated and informing the Fire Marshal once the inspection has been completed.
- Closing any open doors.
- Checking to ensure that floor monitors are providing evacuation assistance to each disabled person.
- Ensuring that evacuated people stay at the emergency evacuation site.
- Ensuring that anyone requiring medical assistance is accompanied by Floor Monitors to a first-aid post.
- Remaining with evacuees until allowed to re-enter the building.

- Once reoccupation is complete, participating in a post-incident debriefing meeting.

### 7.7 Deputy Floor Warden - Responsibility

A Deputy Floor Warden will be appointed by the Floor Warden and will be responsible for fulfilling the duties of a Floor Warden in the Floor Warden's absence.

### 7.8 Fire Outbreak

- **DO NOT PANIC**
- Alert people nearby and enlist their aid.
- Assess the situation and use a fire extinguisher if you are confident that you have control over the situation and the safety of yourself and others are not in jeopardy; the fire is contained; the fire is not between you and an exit; and/or the fire is not electrical in nature.
- If you attempt to extinguish the fire and it either spreads or does not extinguish within ten seconds, immediately sound the nearest fire alarm and move to safety.
- Notify the local emergency response services.
- Report all fires, no matter how small, to the Campus Director/Manager.
- Evacuate building as in 8.0.

### 7.9 Clothing Fires

If your clothing should catch fire: Stop-Drop-Roll to extinguish the flames.

### 7.10 Laboratory Fire Procedures

If you are in a chemistry or biology laboratory and a fire breaks out, do the following:

- Shut down all equipment.
- \* Instructors to shut off main gas valves\*.
- All containers of infectious materials placed into autoclaves, incubators, refrigerators, or freezers.
- Close all windows and turn off lights.
- Last person to leave the room or laboratory shuts the door.
- Evacuate the building immediately- continue to follow evacuation procedures.

## **PART 8 EVACUATION**

Building evacuations are implemented when conditions outside are safer than they are inside. An evacuation requires all students, staff and visitors to leave the building and go to the evacuation assembly areas as quickly as possible. Conditions that may apply are fire, bomb threats, indoor chemical spills, or when campus administration using sound judgment feels the need to evacuate.

### **8.1 Evacuation - Hearing the Alarm**

- Terminate all telephone calls.
- Turn on call-forwarding on telephone.
- If safe to do so, take personal items such as coat, keys, purse, wallet, medications, etc.
- Turn off all equipment – if possible.
- Close windows and doors behind you.
- Take roll call book for student attendance.
- Escort any visitors out of the building with you.
- Help those in need.
- Proceed to nearest exit stairwell. Walk quickly but do not run.
- Keep to the right and in single file in halls and on the stairs.
- If you encounter heavy smoke, keep low or crawl. Use walls to guide you to nearest exit. If smoke is heavily concentrated in an exit, do not attempt to leave by that exit. Proceed to alternate exit.
- **DO NOT USE ELEVATORS.**
- Merge alternately if two lines meet at any floor/landing.
- Keep conversation to a minimum.
- Leave the building, and proceed directly away from the building and assemble at evacuation meeting sites. Keep areas clear for emergency response operations.
- Do not leave evacuation site until authorized to do so.
- Do not return to the building for any reason.
- Do not remove any vehicle from the parking lot, unless directed by proper personnel.
- Allow local emergency response services to carry out their assigned duties.
- Do not re-enter the building until it has been declared safe.

### **8.2 Evacuation for Individuals with Disabilities**

- Fire Wardens will designate specific individuals to be the primary and backup personnel to assist with evacuation of the disabled person(s) during an evacuation.
- Faculty, staff, & students should become familiar with the buildings they occupy: note horizontal exits and ramps, note rooms that would make good areas of refuge, and locate available telephones.
- Individuals who walk with assistive devices (crutches, canes, etc.) should evacuate as expeditiously as possible with the assistance of designated student helpers.
- Persons in a wheelchair should use the horizontal method to exit the building, traveling from one floor to another before exiting the building.
- Where persons with disabilities cannot be safely evacuated the assistant shall notify emergency responders of the person's limitations, identification and location.

### **8.3 Designated Assembly Areas**

Designated assembly areas will be determined by the Campus Director/Manager and/or the Manager of Facilities.

### **8.4 Partial Evacuation**

A partial evacuation may be necessary if an incident/occurrence can be contained within a specific area. Use the same procedures as in 8.1, to the applicable area(s), with the exception of not pulling the fire alarm.



## PART 9 BOMB THREATS

The safety of personnel is the prime consideration in the event of a bomb threat. After the safety of staff, students and visitors has been assured, the next responsibility is to protect and preserve CNA's property and assets.

Bomb threats are delivered in a number of ways. The majority are delivered by telephone, but may also be communicated in writing, by e-mail or by a recording. Every bomb threat is to be treated seriously and the proper steps taken to assure that all lives are protected.

### 9.1 Telephone Bomb Threat

- Stay calm and courteous.
- Listen carefully.
- DO NOT interrupt the caller.
- Obtain and record as much information as possible.
- Use the Bomb Threat Telephone Checklist.
- Note the date and time of the call.
- Attempt to keep the caller talking as long as possible.
- Notify another person, if possible, to contact Campus Director/Manager or local emergency responders, preferably while caller is on the line.
- Inform your supervisor immediately.
- Campus Directors/Managers are responsible for coordinating a response to the threat.
- If instructed to evacuate, follow evacuation procedures in 7.6.
- Do not re-enter the building until instructed to do so by emergency personnel.

Questions the person receiving the call should ask:

1. When is the bomb exploding? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What kind of bomb is it? \_\_\_\_\_
4. What does the bomb look like? \_\_\_\_\_
5. Why did you place the bomb? \_\_\_\_\_

Exact words of the person calling: \_\_\_\_\_

Today's date: \_\_\_\_\_

Time of day: \_\_\_\_\_

---

### BOMB THREAT TELEPHONE CHECKLIST

#### Caller's Identity:

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| <input type="checkbox"/> Male         | <input type="checkbox"/> Female   |
| <input type="checkbox"/> Adult        | <input type="checkbox"/> Juvenile |
| <input type="checkbox"/> Other: _____ |                                   |

#### Voice:

- |                                       |                                     |
|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Loud         | <input type="checkbox"/> Raspy      |
| <input type="checkbox"/> Soft         | <input type="checkbox"/> Pleasant   |
| <input type="checkbox"/> High Pitched | <input type="checkbox"/> Intoxicate |
| <input type="checkbox"/> Deep         |                                     |
| <input type="checkbox"/> Other: _____ |                                     |

#### Accent:

- |                                       |                                   |
|---------------------------------------|-----------------------------------|
| <input type="checkbox"/> Local        | <input type="checkbox"/> Regional |
| <input type="checkbox"/> Not Local    | <input type="checkbox"/> Foreign  |
| <input type="checkbox"/> Other: _____ |                                   |

#### Speech:

- |                                       |                                     |                                  |
|---------------------------------------|-------------------------------------|----------------------------------|
| <input type="checkbox"/> Fast         | <input type="checkbox"/> Distorted  | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Slow         | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Lisp    |
| <input type="checkbox"/> Distant      | <input type="checkbox"/> Nasal      |                                  |
| <input type="checkbox"/> Other: _____ |                                     |                                  |

#### Language:

- |                                       |                               |                               |
|---------------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent    | <input type="checkbox"/> Fair | <input type="checkbox"/> Foul |
| <input type="checkbox"/> Good         | <input type="checkbox"/> Poor |                               |
| <input type="checkbox"/> Other: _____ |                               |                               |

#### Manner:

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Calm       | <input type="checkbox"/> Emotional   |
| <input type="checkbox"/> Angry      | <input type="checkbox"/> Righteous   |
| <input type="checkbox"/> Rational   | <input type="checkbox"/> Laughing    |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Intoxicated |
| <input type="checkbox"/> Coherent   |                                      |
| <input type="checkbox"/> Incoherent |                                      |
| <input type="checkbox"/> Deliberate |                                      |

- Other: \_\_\_\_\_

**Background noises:**

- Office machines
- Factory machines
- Chaos
- Trains
- Animals
- Music
- Airplanes
- Street traffic
- Quiet
- Voices
- Party atmosphere
- Other: \_\_\_\_\_

**9.2 Email Bomb Threat**

- Do not reply.
- Do not forward.
- Call IT Department immediately and have them physically come to your location and investigate the source.

**9.3 Suspicious Package/Letter**

A suspicious package is something unusual that is found in unexpected circumstances through notification to or discovery by building occupants. It includes, for example, a letter, bag, canister or box that raises suspicion of a maliciously placed explosive or of containing a biological, chemical or radiological hazard.

Characteristics of a package that may make you suspicious of the contents include:

- Unexpected delivery.
- Excessive postage and /or weight.
- No return address or a fictitious address.
- City/state in the postmark does not match the return address.
- No postage stamp or no cancellation of postage stamp.
- Misspelling of words, particularly a common word or place.
- Cut and paste lettering.
- Leaking, oily stains, unusual odor, discolorations or crystallization on wrapper.
- Addressed to a business title only (e.g. President) or and incorrect title.
- Restrictive markings (e.g. Do not X-ray).
- Badly typed or written address.
- Rigid or bulky letters.
- Excessive security material (e.g. tape or string).

- Package is hand-wrapped so that it can only be opened one way.
- Small holes in letter or package.
- Vapour, dust/powder, fumes released.
- Immediate adverse health effects in package handlers.
- Placement of unfamiliar or unattended package in an unusual location (e.g. adjacent to a ventilation system).

#### **9.4 Discovery of Suspicious Letter/Package**

If you receive or discover a suspicious package, letter or object do not touch it, tamper with it, or move it.

- Treat the package as if it is potentially harmful.
- Do not touch, move, shake, bump, open or smell the package.
- Immediately notify the Campus or building Administrator and/or Security and the local emergency responders.
- Evacuate immediate area of package.
- Leave the package and isolate the area.
- If it is a suspicious letter, handle as little as possible, seal in a plastic bag, and inform the College's General Counsel.
- Isolate the people who have been exposed - to prevent /minimize contamination.
- Remove any clothing that has powder or liquid on it and seal it in a plastic bag.
- Wash your hands or shower with soap and water.
- Wait in a safe place until emergency response team arrives.
- Emergency responders will determine the course of action to take.
- Mail sorters should have gloves and zip-lock bags available.

#### **9.5 Bomb Threat File**

Campus Director/Managers will maintain a complete file on bomb threats and will coordinate the investigation of each threat with the appropriate agencies. They will also inform the President and the Facilities Manager of all bomb threats.

## PART 10 HAZARDOUS/DANGEROUS GOODS

Hazardous or dangerous goods can be chemical, biological or radiological in nature.

### 10.1 Chemical Handling – General Safety Guidelines

- Material Safety Data Sheets (MSDS's) should be available at all locations where staff/students work with chemicals.
- Students and staff should review and be familiar with information contained on the MSDS' prior to working with any chemicals.
- All CNA laboratories must have proper spill kits and clean up equipment.
- Personal protective equipment (PPE) must be worn at all times when working with chemicals.
- All CNA employees and students handling hazardous materials are required to be trained in spill procedures. Spill procedures are available on all chemical material safety data sheets.
- Eyewash stations, safety showers, fire extinguishers, fire alarm stations, and exits must be kept clear at all times.
- DO NOT eat, drink, chew gum, apply cosmetics, or wear open-toed shoes in a laboratory.
- Confine hair, loose clothing, and jewelry when in a laboratory.
- Remove personal protective equipment, including gloves, before entering common areas.
- Chemical and blood spill kits must be readily available.
- Laboratory doors must be kept closed at all times.
- DO NOT store food in refrigerators used for chemicals.
- Ensure chemicals are properly labeled.
- DO NOT store chemicals under sinks.
- DO NOT use equipment unless you have been properly instructed in its use.
- Use practices and equipment that minimize hazards.

### 10.2 Chemical Storage

#### A. Acids

- Store large bottles of acids on low shelves or in acid cabinets.
- Segregate oxidizing from organic acids, flammable and combustible materials.
- Segregate acids from bases and active metals i.e. sodium, potassium, magnesium
- Use bottle carriers for transporting acid bottles.

- Have spill control pillows or acid neutralizers available in the event of a spill.

**B. Bases**

- Segregate bases from acids.
- Store solutions of inorganic hydroxides in polyethylene containers.
- Have spill control pillows or caustic neutralizers available for caustic spills.

**C. Flammables**

- Store in approved safety cans or cabinets.
- Segregate from oxidizing acids and oxidizers.
- Keep away from sources of ignition.
- Keep fire extinguishing and spill control equipment readily available.
- Store highly volatile flammable liquids in a specially equipped refrigerator.

**D. Oxidizers**

- Store in a cool, dry place.
- Store away from flammable and combustible materials, such as paper, wood, etc.

**E. Peroxide Forming Chemicals**

- Store in airtight containers in a dark, cool, dry area.
- Label containers with receiving, opening, and disposal dates.
- Dispose of peroxide forming chemicals prior to the expiration date or before peroxides form

**F. Compressed Gases**

- Store in a secure and upright position.
- When not in use, secure cylinder cap.
- Use a cylinder cart, remove manifolds, secure cap, and chain to cart for transport.

**10.3 Small Hazardous Spill**

Procedures to follow if there is a small spill that poses no immediate threat to health:

- Notify occupants in the immediate area of the spill.

- Use spill kits to absorb and contain according to spill procedure.
- Place material in a secure and ventilated area.
- Dispose of waste properly according to regulations.

#### **10.4 Large Hazardous Spills**

A hazardous spill that is large and/or poses an immediate threat to health will be handled by emergency responders who will determine whether evacuation or shelter-in-place procedures are required.

In the event of a hazardous or dangerous goods spill:

- Take necessary actions to ensure personal safety.
- Cover your mouth and nose with personal protective equipment, or a damp cloth.
- Keep your body fully covered.
- Call emergency personnel.
- Provide medical attention to exposed individuals.
- Do not eat or drink anything uncovered.
- Shut down all equipment.
- Stay away from contaminated area.
- Remove sources of ignition if possible.
- Turn off any gas appliances.
- Turn off compressed gas vessels at valve.
- Close all exterior and interior doors and windows.
- Close doors to flammable liquid cabinets.
- Turn off heating, air conditioning and fans.
- Evacuate immediate area.

#### **10.5 Spills to Body**

- Immediately flood exposed area with water (faucet, safety shower) for at least 15 minutes
- Locate MSDS, follow instructions and seek medical attention.
- Report incident to supervisor.
- Supervisor will complete incident/accident form and submit to OHS Manager, and Facilities Manager.

## PART 11

### SHELTER-IN-PLACE

Shelter-in-Place is used to protect occupants from dangers during environmental emergencies, such as severe weather conditions, or outside chemical spills that are affecting air quality.

If emergency responders indicate that a shelter-in-place is required, an announcement will be communicated over the PA system and an email sent to all campus personnel. The campus/school/building will be closed and students, faculty, staff and visitors will be asked to remain inside until advised by emergency responders that it is safe to leave.

The safest area to shelter-in-place is an inside room above the ground floor with the fewest windows or vents. Large storage closets, utility rooms, pantries and/or copy and conference rooms without exterior windows will work well. If the building contains a fresh air intake system, the system should be shut off.

#### **General Procedures**

- Change voice mail recordings to indicate that the school is closed.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- Bring everyone into the shelter rooms and shut doors.
- If visitors are in the building, provide for their safety by asking them to stay.

When authorities provide directions to shelter-in-place, everyone should not drive or walk outdoors.

- Turn off all fans, heating and air conditioning systems. If there is a system that automatically exchanges inside air with outside air – these systems, in particular, need to be turned off or sealed.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
- Use duct tape or wide tape and heavy plastic sheeting to seal all cracks around the doors and windows and any vents into the room.
- Write down the names of everyone in the room.
- Do not leave unless it has been declared safe to do so.



## **PART 12 LOCKDOWNS**

Although infrequent, the possibility of a major violent incident in one of our schools is a reality. The level of preparedness to deal with such an incident by school staff, students and police will have a major impact on the outcome of the incident. For all violent or hostile acts, local emergency responders will determine if evacuation, relocation or lock down procedures are required.

When a physical threat is imminent due to national or local warnings of terrorist activity or similar extreme situations, a message will be conveyed through the public address (PA) and/or email system in place, notifying all faculty and staff that they are to begin lockdown procedures. For a focal point of communication purposes the location of the PA system will be considered “The Main Office”.

### **12.1 Lockdown Procedures – All Building Occupants**

If anyone hears or sees a situation that requires lockdown, **immediately** begin lockdown procedures:

- Clear the halls immediately and go to nearest available room.
- Close, lock and/or barricade the door.
- Cover all room and door windows – if possible.
- Close blinds.
- Turn off lights.
- Turn off radios and computer monitors.
- Lie on floor away from windows, and keep out of sight.
- BE QUIET!
- DO NOT unlock the door.
- Turn off cell phones – phones are to be used only to communicate critical information. One person in the room should contact emergency responders and tell them what is happening.
- Where possible, take attendance of who is in the room.
- Do not leave building if the fire alarm is activated, unless directed by administrator or if a fire is verified.
- Wait for police/security to assist you out of the building.

**12.2 Staff and Students Outside Building**

If students and/or staff are outside the building, move to the nearest room in the building and follow the procedures above. If you cannot move safely to a secure area in the building, evacuate a safe distance away from the campus or building.

**12.3 Campus Director/Manager**

- The Campus Director/Manager will inform the President's office and the Manager of Marketing and Communications about the situation.
- The Campus Director/Manager will complete an incident report and submit to the Facilities Manager.
- The Campus Director/Manager will initiate debriefing/defusing procedures once the situation has ended.

**12.4 Partial Lockdowns**

Campus or building administrators will determine if a partial or full lockdown is required. If the threat or violence is contained within a specific area of the building, then a partial lockdown may only be required in that area. The same procedures would apply.

## PART 13

### MEDICAL EMERGENCY

Medical emergencies can occur in response to people injured in day-to-day activities and non-work related accidents/incidents, as well as during emergencies.

Each emergency first aid situation is unique; therefore, the steps you should take in response to these situations may vary.

#### I.

#### 13.1 Examples of Life-Threatening Medical Emergencies:

- Severe chest pains
- Respiratory distress or cessation of breathing
- Shock
- Severe burns
- Uncontrolled bleeding
- Unconsciousness (except for seizures)
- Choking
- Poisoning
- Overdose
- Suspected fracture of back, neck or spine

#### 13.2 General Procedures

While it is impossible to address every conceivable injury or illness, the following procedures generally apply.

- Check the scene to make sure it is safe for you to respond.
- Call or instruct someone else to call emergency responders.
- Notify the Campus Director/Manager.
- Give full attention to the victim(s).
- Render any immediate first aid that you are qualified to provide. Do not move injured persons unless further danger is present (e.g. fire)
- If possible, isolate the person. Disperse onlookers and keep others from gathering.
- Comfort the victim(s) and offer reassurance that medical attention is on the way.
- Upon arrival of medical personnel – remain to provide pertinent information about the incident.

### **13.3 Minor Injury or Illness**

In the case of minor injury or illness, the person at the campus trained in first aid and/or CPR should provide first aid to the individual. Each campus, depending on size and number of students and employees, should have at least one person on staff trained in first aid and CPR.

## **PART 14**

### **SUICIDE CRISIS INTERVENTION**

#### **14.1 Suicide Threat**

- Consider any student reference to suicide as serious
- Do not leave the student alone
- Notify the school counselor, Campus Director/Manager immediately
- Stay with the student until suicide intervention staff arrives

#### **14.2 Suicide Attempt**

- Notify Campus Director/Manager and/or building security and the school counselor.
- Call appropriate medical personnel.
- Try to calm the suicidal person.
- Stay with the person until suicide intervention staff arrives.
- Isolate the person or area.
- Disperse onlookers.
- Initiate first aid if qualified.
- Do not allow the student to leave school without parent, guardian or other appropriate supervision.
- Campus Director/Manager to determine if defusing/debriefing procedures need to be put into action.

## **PART 15 LOSS OF SERVICE**

The temporary loss of service to a campus or building (e.g. electricity, water, gas, or telephones) or the failure of any major components of the building's heating, cooling, and ventilation systems, and/or the building's fire and security alarms, may not result in immediate risk to staff and students health and safety nor to the building itself. But prolonged outage of any of the above could adversely affect College property and/or staff and students. (Power outages in excess of 30 minutes will adversely affect fire alarm systems. Prolonged loss of water will adversely affect fire repression systems and cause sanitation concerns in washroom facilities.)

Depending on the specific service lost, the anticipated length of delay and the time it occurs, Campus Director/Managers will use their discretion to determine if the campus should be closed and for how long.

## **PART 16 PANDEMIC**

### **16.1 Leadership Organizations**

There are several organizations that are providing leadership in preparing for the next pandemic. Efforts may not include interaction with these organizations, but it is important for you to know and understand that there are both global and local efforts supporting pandemic preparedness. A brief overview of these organizations is provided below.

#### ***World Health Organization (WHO)***

The global leader in pandemic preparedness is the World Health Organization (WHO), which is the United Nations specialized agency for health.

#### ***Public Health Agency of Canada (PHAC)***

The leader in national pandemic preparedness within Canada is the Public Health Agency of Canada (PHAC) and has established the Canadian Pandemic Influenza Plan.

### **16.2 Environmental Health and Safety**

The College will continue, so far as is reasonably practicable, to provide a safe and healthy environment in which to carry on the college's affairs during a pandemic outbreak.

The EMC committee will continue to provide advice, guidance, technical support and core field services to department and administrative units on safety, health and environmental matters as staffing resources permit during a pandemic

Response to requests for service will be based on a prioritized risk assessment of the issue/hazards

The EMC committee will liaise with external organization / authorities regarding mitigation, preparedness, response, and recovery action during a pandemic.

The EMC Committee will evaluate and promote measures that are proven effective during a pandemic in protecting employees as endorsed by the public health authorities of Newfoundland (i.e. Public Health Agency of Canada, Newfoundland, Regional Health Authorities, etc.)

### **16.3 Academic**

Students will be educated about flu prevention and symptoms, and will be encouraged to make appropriate personal health decisions during a pandemic.

Every attempt will be made to continue to offer classes and laboratories and maintain library services as normally as possible. Continuation of course work and assignments may be facilitated through independent course work and technology. Decisions to extend the term, revise exam schedules or other alterations to the academic schedule, as recommended by the Pandemic Planning Steering Committee, will be made the Executive of the College of the North Atlantic.

#### **16.4 Human Resources**

Employees will be educated on flu symptoms and will be required to stay home if showing symptoms.

Employees who are unable to attend work due to illness will be covered by the existing sick leave provisions in appropriate collective agreements or college policy and procedures.

Employees may be asked to work from home. Maintenance of payroll, pension and benefits will be given priority. In instances where inaccurate disbursements are being made, the college will take corrective steps in the post pandemic stage.

Managers and Human Resources staff will work with employees and their union/association representatives to provide cross training/reassignment of employees and/or employee duties as and where needed.

#### **16.5 IT**

In the shut-down scenario the IT server and network infrastructure can normally run without on-site staff for short periods. After a period, staff will have to come on campus to perform some maintenance functions.

During a shut down there will be a protocol for allowing IT staff access to the computer room in all or any data rooms on all campuses to perform maintenance and recovery functions.

IT will provide call centre infrastructure for an off-site help desk, student staff and public queries and other functions.

In all scenarios it will be necessary to keep the web space, core data network, email and Jump running.

While the college is open it will be necessary to keep all online learning functions available.



## **16.6 Physical Plant**

College of the North Atlantic Headquarters building will be kept going as long as possible.

Services will be maintained as long as possible provided there are adequate staffing levels. Cleaning of washrooms and public areas will be a priority.

In the event of a shut down, only essential services will be maintained.

## **16.7 Residences**

Residences will continue to operate as normally as possible during a pandemic.

In the event of a shut down, residences will be kept open for all students unable to return home.

Procedures will be established to isolate sick students and provide necessary medical care and services.

Students will be recruited to augment areas where staff are ill and services need to be maintained ex: cleaning, food services.

## **16.8 Security Services**

In the event of shut down at any campus, staffing will be maintained for emergency calls for service.

An appropriate Emergency Operations Centre (EOC) will be designated in the event of a pandemic to coordinate all operations between the College of the North Atlantic and the local authorities.

## **16.9 Communications**

Communications to employees and students before and during a pandemic will follow the protocols in the emergency response plan and will be coordinated by Manager of Marketing and Communications. Communication mechanisms will include:

- Web page information updated on a regular and timely basis.
- Email - distribution to various lists.
- Radio and television.

### 16.10 Employee Responsibilities

*Employees are expected to:*

- Immediately contact their supervisor if they are experiencing any influenza symptoms.

*If a college campus shutdown has been announced, employees are expected to:*

- Report to their supervisors/managers/department heads prior to leaving campus.
- Remain off-campus during the campus shut-down with the exception of those employees identified as Essential Service Providers.
- Keep in contact with their Campus Director/Manager or manager by phone or email and/or the College through the Main Home Page to determine the state of alert on the campus and establish when they are to return.

*Once a re-opening of the campus has been announced, employees are expected to:*

- Report to work on the identified day, unless they have been advised otherwise by their supervisor/manager/department head.
- If they are unable to report they are to contact their department head to indicate the reason (e.g. under quarantine, nursing an Infected Person, are ill with the Pandemic Influenza, etc.)

### 16.11 Student Responsibilities

All students are asked to remain off campus and not attend classes if they are showing flu symptoms. They should also contact Student Services. All students are encouraged to prepare themselves and their families to avoid significant impacts due to emergency situations. If a campus shutdown has been announced, students are expected to:

- Remain off-campus during the campus shut-down whenever possible.
- Keep in contact with the college through the Main Home Page to determine the state of alert on the campus and establish when they are to return.

*Once a re-opening of the campus has been announced, students are expected to:*

- Report to class on the identified day.
- If they are unable to report to class due to quarantine, nursing an infected person, or are ill with the Pandemic Influenza, they should inform the College.

	Approval History
Approved by President	November 23, 2010
Revision 1	November 4, 2016



**APPENDIX A  
CAMPUS PROFILE**

**Campus:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact Person:**

\_\_\_\_\_  
Name Title  
\_\_\_\_\_  
Office Number Cell Number

**Alternate Contact Person:**

\_\_\_\_\_  
Name Title  
\_\_\_\_\_  
Office Number Cell Number

**Number of Staff at the location:** \_\_\_\_\_  
(Include all Managers, Faculty & Support Staff)

**Number of Students at the location:** \_\_\_\_\_

**Persons with disabilities**

Name	Staff/Student	Limitation(s)

**Laboratories and Shops**

Room #	Type of Lab/Shop	Chemicals on site

I have reviewed and discussed the above with the local emergency responders

\_\_\_\_\_  
Campus Director/Manager Date

\_\_\_\_\_  
Emergency Responder Date

\_\_\_\_\_  
Emergence Responder Date

**APPENDIX B  
INCIDENT LOG**

<b>Incident Name:</b>			<b>Responder Name:</b>	
<b>To:</b>			<b>Date:</b>	
<b>From:</b>			<b>Time Period:</b>	
#	Time:	Incident/Problem	Action:	Status (Open or Closed)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

**APPENDIX C  
CAMPUS FLOOR PLAN**

**SEPARTATE FILE –**

**EACH CAMPUS DIRECTOR/MANAGER WILL INSERT A COPY OF THEIR CAMPUS FLOOR PLAN AND KEEP A HARD COPY WITH THIS DOCUMENT.**

**APPENDIX D  
FIRE REPORTS**

**FIRE DRILL REPORT**

Building Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time of Alarm: \_\_\_\_\_ Type of Drill:    Practice            Announced            Unannounced

Fire Dept. Notified: \_\_\_\_\_ Monitoring Agent Notified: \_\_\_\_\_ Evacuation Time: \_\_\_\_\_

Alarm Activated:            Pull Station            Main Panel            Other

All Occupants Evacuated: \_\_\_\_\_ Alarm Apparent: \_\_\_\_\_

Obstructions (i.e. means of egress): \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

**FALSE ALARM REPORT**

Building Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time of Alarm: \_\_\_\_\_ Building Evacuated: \_\_\_\_\_ Evacuation Time: \_\_\_\_\_

Fire Dept. Notified: \_\_\_\_\_ Fire Dept. Response Time: \_\_\_\_\_

How was Alarm Transmitted (i.e. pull station, detector): \_\_\_\_\_

Alarm Panel Reset: \_\_\_\_\_ Cause of Alarm: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

**FIRE REPORT**

Building Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time of Fire: \_\_\_\_\_ Alarm Activated: \_\_\_\_\_ How were occupants notified? \_\_\_\_\_

Fire Department Responded: \_\_\_\_\_ Response Time: \_\_\_\_\_

Location of Fire: \_\_\_\_\_

Who reported the fire? (Names): \_\_\_\_\_

Possible Cause: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_

**FIRE PROTECTION FORM**

Fire Marshall: \_\_\_\_\_ Phone No: \_\_\_\_\_

Name of Building: \_\_\_\_\_ Date: \_\_\_\_\_

Distance to Nearest Fire Dept: \_\_\_\_\_ Manned  Volunteer

Number of Occupants: \_\_\_\_\_ Name of Fire Dept. \_\_\_\_\_

Number of Storeys (incl. basement): \_\_\_\_\_ Number of Exits: \_\_\_\_\_

Municipal Water Supply for Fire Fighting: \_\_\_\_\_

Distance from Fire Hydrants (where applicable): \_\_\_\_\_

Elevator: \_\_\_\_\_

Fire Alarm System Type: \_\_\_\_\_ One Stage  Two Stage

Voice Communication System: \_\_\_\_\_

Location of Main Alarm Panel: \_\_\_\_\_

Building Sprinklered  Partially Sprinklered  Building Standpipe

Specialized Fire Protection System: Halon  Dry Chemical  CO<sub>2</sub>

Other: \_\_\_\_\_

Extinguishers: ABC #  Water  CO<sub>2</sub> #  Halon #

Emergency Lighting: \_\_\_\_\_

Generator: \_\_\_\_\_

Master Keys Readily Available to Responding Personnel: \_\_\_\_\_

Location: \_\_\_\_\_

**Office Use Only:** Building Construction: \_\_\_\_\_

Floor Area: \_\_\_\_\_

Number of Floors: \_\_\_\_\_

Classification: \_\_\_\_\_