

Emergency Response Guide

Revision B September 11 2023

Emergency Response Guide

For students, staff, faculty and visitors

Preparedness	Prevention	Response
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Georgian College recognizes that prompt, organized and efficient response to emergency situations is of vital importance in maintaining the health and safety of all members of the Georgian community. It is Georgian’s goal to ensure an emergency management system is implemented that meets all aspects of comprehensive emergency management.

The foremost priority in responding to emergency/crisis situations is the safety and protection of Georgian students, staff and visitors on all college premises. The College is also committed to limiting or containing the extent of damage incurred during an emergency/crisis and to recovery and restoration of operations as soon as possible.

The Emergency Response Guide is an official Georgian guide that outlines recommended responses to emergency situations that may occur on college premises. The guide – which will be available to students, staff and visitors – is practical, concise and easy-to-navigate. It is revised when changes in procedures or generally accepted emergency response protocols occur.

The guide is kept electronically on internal and external Georgian websites, is also available on the **SAFE@Georgian** App, and provided upon request in alternative formats.

Campus Safety Services

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Call 911 IN EMERGENCIES,

then contact Security at **705-722-4000**

For non-emergencies, please contact Security at **705-722-5100**

911 and Security can be called with the **SAFE@Georgian** App

Emergency Notification System

Please refer to the GeorgianCollege.ca website in an emergency. Georgian will communicate safety-related information with students and staff in a number of ways in such emergencies as service interruptions, closures and lockdowns, etc. These include:

- Public Announcement System
- Georgian Intranet
- SAFE@Georgian's Emergency Alert Status bar.
- Administrative computer pop-up messages (when connected to the Georgian network)
- Georgian College social media accounts



The **SAFE@Georgian** app features quick access to Campus Safety Services; access to the **Mobile BlueLight** and **WorkAlone** features, emergency contacts, safety escorts, support resources and maps. It has an **'Alert Status Bar'** and can send **'Push notifications'** to keep you up to date during College emergencies. The app is free to download, please make sure your **location services** and **push notifications** are also set to enable

Campus Safety Services

The Campus Safety Services Department is located on the Barrie Campus, room B125.

Security Offices

Barrie Campus: E Building (Room E006)

Orillia Campus: Campus Connections (Room A114)

Owen Sound Campus: Campus Connections (Room 403)



Call **911** IN EMERGENCIES, then contact Campus Security Services **705-722-4000**)

For **non-emergencies**, please contact Security at **705-722-5100**

We encourage you to download the **SAFE@Georgian** App as it can be used to connect you with Security. You can also use classroom phones and there are some blue light emergency phones installed in the parking lots for outdoor use if required.

Security escorts are available after dark to get you safely to your vehicle.

IMPORTANT NUMBERS

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EMERGENCY



Police, Fire or Ambulance

911 In a life threatening situation call 911 FIRST, then contact Security.

TO INITIATE LOCKDOWN705-722-4000
FIRST AID – EMERGENCY705-722-4000

NON-EMERGENCY

First Aid – non-emergency705-722-5100
Security – routine requests (e.g. escort to vehicle)705-722-5100

OTHER RESOURCES

Student Counselling Services1-877-722-1523
Good 2 Talk (postsecondary student helpline 24 hours/seven days a week.)1-866-925-5454
Mental Health Crisis Line (24hours/7 days a week.)1-833-456-4566
Sexual Assault Counseling (24 hours/7 days a week.)705-737-2008 or 1-800-987-0799



ACCESSIBILITY



An ***AREA OF REFUGE*** is a location in a building designed to hold occupants during a fire or other emergency, when evacuation may not be safe or possible. Occupants can wait there until rescued or relieved by emergency responders. Areas of refuge can be used by any persons who cannot access a safe escape route.

- If you use a mobility device and are unable to exit the building using the stairs, **move to an *AREA OF REFUGE* at the top of a stairwell** off to the side to allow those evacuating to depart campus.
- **Tell as many people as possible that you are there** and will require the assistance of security or attending emergency personnel.
- **If you are unable to evacuate for any reason** go to an ***Area of Refuge*** or contact **Campus Security (*SAFE@Georgian*; 705-722-4000)**. Wait for Security personnel or emergency responders to assist you.
- **Never try to carry a person in a wheelchair down the stairs** unless the person is in imminent or extreme danger.

INDIVIDUAL ACCOMMODATION PLAN

Employees who require an individual accommodation plan can contact accessibility@georgiancollege.ca

An individual accommodation plan will assist the college to determine the most suitable and effective accommodations for emergency response for persons with disabilities

For more information, please contact the occupational health and safety department at 705-722-1586 or ohs@georgiancollege.ca.



TOOLS AND TACTICS: BE READY!

We want you to be ready for the challenges of an emergency situation. That's why Georgian will continue to hold regular emergency drills, including Lockdown drills, throughout the year.

In advance of any drill, you are encouraged to familiarize yourself with Georgian's Emergency Procedures.

- **Familiarize yourself** with the contents of this emergency response guide, which is also available on the **SAFE@Georgian App**
- **Watch** the [video](#) that covers a number of lockdown scenarios and the best course of action – the information in the video could save your life. Due to the nature of its content, we recommend you watch the video with a friend, colleague or classmate so you can talk about it after. Remember, FREE and confidential [counselling services](#) are available through Georgian College if you ever need support.
- **Review** the FAQs we've provided on the [Campus Safety Services website](#), and engage others on what to do during an emergency. Being prepared will save lives!
- **Review** the Sexual Violence and Mental Health links that can be found online or on the **SAFE@Georgian App**! **Review** the **StepUp!** Bystander Intervention Program!
- [Provide feedback](#) – after any Georgian College emergency drills or at any time – to help with continuous improvement.



HARASSING & VIOLENT SITUATIONS

At Georgian College we want to provide a safe and secure environment for all our students, staff and visitors. It is not your responsibility to determine if there is a real threat or provide counselling / assistance to someone in crisis. It is your responsibility however to report it to a qualified professional so that the situation can be assessed and dealt with appropriately.

If you notice any of the following behaviors notify a supervisor or Georgian employee immediately:

- If someone is being disruptive or obstructive and stopping another person from carrying out their legitimate activities.
- Sexual harassment, harassment, verbal abuse, bullying, cyber bullying, coercion, threats (verbal or written).
- Expressing hostile or inappropriate thoughts and/or intentions towards another person or group of people.
- Any behavior that makes you feel unsafe or concerned for the safety of another person.

If you are confronted by someone who is aggressive, swearing, verbally abusive, hostile or shouting:

- Stay calm, maintain eye contact. Actively listen to them. Be polite and patient.
- Acknowledge the person's feelings and perceptions; paraphrase what the person has expressed to show you have heard and listened.
- If it's safe to do so, write down what the person says.
- If the problem escalates, discreetly signal a coworker that you need help. They can call Campus Security (**705-722-4000; SAFE@Georgian**) while you stall for time.
- If you are alone, call Campus Security; even if it's not safe to speak on the phone, leave the line open, mention your location in conversation with the offender and Security will dispatch someone to your aid.

If violence is imminent or actually occurring:

- If you feel there is a risk of physical force being used against you or another person, or you are witnessing a physical altercation.
- **Call Campus Security (705-722-4000) and 911.**
- Depending on the nature of the threat, Georgian College security may initiate **(Lockdown Protocol (Get Out, Hide, Fight))**

LOCKDOWN

➤ LOCKDOWN PROCEDURE

A Get out

B Hide and barricade

C Fight

While unthinkable, the possibility of a violent incident occurring at Georgian College is a reality.

CONSIDER YOUR OPTIONS. MAKE A DECISION. ACT.

A



GET OUT
IF POSSIBLE

- Do not hesitate, escape.
- Leave any belongings.
- Move cautiously
- Be quick and quiet
- Help others, if safe to do so.
- Keep your hands visible.

B



HIDE
IF ESCAPE IS
NOT POSSIBLE

- Secure and block doors.
- Turn off lights and hide.
- Silence cell phones and be quiet.
- Disregard fire alarm (if safe to do so).

C



FIGHT
ONLY AS A
LAST RESORT

- Commit to your actions.
- Be as aggressive as you can.
- Yell and throw items.
- Improvise a weapon if you can.

IN AN EMERGENCY, call 911.
TO INITIATE LOCKDOWN, call SECURITY
at 705-722-4000 (SAFE@Georgian)

Learn more about how to prepared at [What to do in an emergency - Georgian College](#)

HOLD AND SECURE

A **HOLD AND SECURE** is Georgian's response to an ongoing hazard that is occurring outside a building(s), such as criminal activity or civil disturbance, that requires all persons on site to remain inside to ensure their safety.

If a **HOLD AND SECURE** is initiated:

- **Remain calm and stay inside** the building. Most normal operations and activities inside the building can continue.
- **Exterior doors will be locked.** Movement into and out of the affected building(s) is restricted.
- **Dim the lights and draw blinds** in rooms with external windows, particularly at ground level (where possible).
- **Stay inside** unless directed by police and/or Campus Safety Services to use safe and secure route out of the building.
- **Wait for the "all-clear"** which will be initiated by Security, who will state over the PA speakers and the **SAFE@Georgian** App that the **HOLD AND SECURE** has been lifted.
- **The HOLD AND SECURE ends** when the Executive Director of Campus Safety Services (or designate), the Senior Leadership Team, and on-site Emergency Services determine the threat has been neutralized.
- **Exterior doors** will only be unlocked once the "all-clear" has been given.



ENVIRONMENTAL ADVISORY

An **ENVIRONMENTAL ADVISORY** is Georgian's response to an ongoing hazard that is occurring outside a building(s), such as an Extreme Heat Warning, that asks all persons on site to remain inside to ensure their health and safety.

When a **ENVIRONMENTAL ADVISORY** is initiated:

- **Remain calm and stay inside** the building. Most normal operations and activities inside the building can continue.
- If outside, consider entering the nearest building as soon as possible. Outdoor events may need to be moved indoors or cancelled
- If remaining outside, stay vigilant for any signs of deteriorating health due to exposure to the hazard and make sure to notify others if feeling unwell.
- **Exterior doors will not be locked.** Movement into and out of the affected building(s) is not restricted, but remaining inside is strongly advised.
- **Consider closing doors, secure all windows and turning off vents if necessary.**
- Depending on the emergency, a building's heating, ventilation and/or air conditioning systems may need to be turned off.
- Remain vigilant as it is an evolving situation, frequently reassess your safety and use resources to keep yourself up to date (i.e., SAFE@Georgian, ECCC Alert website).
- Be prepared to move indoors or evacuate if the hazard evolves and a '**SHELTER-IN-PLACE ALERT**' is issued.
- If experiencing a medical emergency during an advisory, call **911** and inform Campus Security (SAFE@Georgian or (705)722-4000).



SHELTER IN PLACE ALERT

A **SHELTER IN PLACE ALERT** is Georgian's response to an ongoing hazard that is occurring outside a building(s), such as a hazardous material release, that requires all persons on site to remain inside due to an active external risk to life and/or health.

When a **SHELTER IN PLACE** advisory is initiated:

- **Remain calm and stay inside** the building. Most normal operations and activities inside the building can continue.
- If outside, enter the nearest building as soon as possible. Outdoor events may need to be moved indoors or cancelled.
- **Exterior doors will not be locked.** Movement into and out of the affected building(s) is not restricted, but remaining inside is strongly advised.
- **Close doors, secure all windows and turn off vents.**
- Depending on the emergency, a building's heating, ventilation and/or air conditioning systems may need to be turned off.
- Consider sheltering in lower levels and interior of buildings for extreme weather events. Consider sheltering in upper levels for events involving hazardous material exposure risks.
- **Stay inside** unless directed by Emergency Services and/or Campus Safety Services to use a safe and secure route out of the building.
- Be prepared to **Evacuate** depending on the nature of the hazard.
- **Wait for the "all-clear"** which will be initiated by Campus Safety Services, who will state over the PA speakers and through the **SAFE@Georgian** App that the **SHELTER IN PLACE** has been lifted.



EVACUATION

If you hear the **FIRE ALARM** or are instructed to **EVACUATE**:

- **Leave the building immediately** in a calm and orderly manner by the nearest exit.
- **If safe to do so, close but don't lock doors / windows.**
- **DO NOT** use elevators; use stairway exits only.
- **Follow directions** given by Campus Safety Services, Security , or Emergency Services.
- **If you are unable to evacuate for any reason** go to an ***Area of Refuge*** or contact **Campus Security (*SAFE@Georgian*; 705-722-4000)**. Wait for Security personnel to assist you.
- **Wait and remain** at the nearest gathering area, staying at least 30 metres rom any building once outside and away from vehicles and traffic
- **Wait for further instruction** and clearance to re-enter building.
- **DO NOT re-enter** the building until instructed to do so by Campus Safety Services, Security, or Emergency Services.



UNSCHEDULED CLOSURE



Building closure: *In the event of a building closure, all persons will be prevented from entering a specified building. No classroom activities or services will take place in the building. Both classroom and service activities will continue to operate in other buildings on the campus.*



Campus closure: *In the event of a campus closure, all classroom and service operations, except those deemed essential activities, will be suspended at that location. Individuals will be prevented from entering the premises.*

Note: This procedure does not deal with individual class cancellation procedures.

- If the college has made the decision to close a building, campus or location, or suspend a service operation in the **morning**, every effort will be made to make that decision by 6 a.m. and communicate it by **6:30 a.m.**
- If the closure is expected to continue **past noon**, the decision will be made by 9:30 a.m. and communicated by **10 a.m.**
- Decisions about **evening** closures should be made by 2:30 p.m. to enable communication by **3 p.m.**
- If the college intends to **re-open for evening classes** that commence at 5 p.m. or later, the decision will be made by **2:30 p.m.**

In the event of an UNSCHEDULED CLOSURE:

- **Monitor *SAFE@Georgian***, college website, social and local media for messages regarding closure.
- **Don't travel to campus if you feel it is unsafe!** Notify your manager, professor, program coordinator, or supervisor.
- If the *campus* is closed, **leave when it is safe to do so . Employees should notify their manager prior to departure**
- If the *building* is closed, **work with your manager to find alternative accommodations.**
- If there is a partial closure, **monitor the channels above to see if the campus will re-open.**

It is not the intention of Georgian College that any person shall risk their personal safety to attend the College. If an employee/student chooses not to travel to work/class and the campus/operation is open, they shall contact their manager/faculty to discuss alternative accommodations.

College activity that takes place at locations that are owned and occupied by a third party (e.g. clinical nursing placements, students on work placements, off-campus events) will be subject to the decisions of that entity regardless of any decisions made regarding college closure.

For more information, please see the [Unscheduled Campus Closure Procedure](#).

FIRE SAFETY



All students, faculty and staff should familiarize themselves with the locations of manual fire alarm stations, fire extinguishers, and building exits in their work areas to avoid confusion when a fire emergency arises.

When you discover smoke or fire:

- **Leave the area** immediately. Do not stop to retrieve personal items!
- **Close, but DO NOT LOCK** all doors and windows, if safe to do so.
- Warn others in your area to evacuate.
- **Sound the FIRE ALARM** by pulling a manual pull station (located at most exits).
- **Call 911 and Security** (*SAFE@Georgian* App or **705-722-5100**) from a phone and **provide details** of the exact location of the smoke/fire.

When you hear the FIRE ALARM:

- **Evacuation** will begin with the sounding of building fire alarms.
- **Evacuate immediately**; do not assume it is a test or drill! Do not stop to retrieve personal items!
- If safe to do so, **close all doors and windows**, but **DO NOT LOCK**.
- Evacuate using the closest designated emergency exit and stairwell, but **DO NOT USE THE ELEVATOR**.
- **If you are unable to evacuate for any reason**, go to an **Area of Refuge** and/or contact **Campus Security** (*SAFE@Georgian*; **705-722-4000**). Wait for Security personnel to assist you.
- **Use an alternate exit** if you encounter smoke or fire.
- **Move away from the building** at least 30 meters, leaving clear access for emergency services.
- **Do not re-enter the building** until authorized by the fire department, Security, Campus Safety Services, or Facilities Management, and the fire alarm has stopped.



What should happen?

Campus Safety Services anticipates seeing ALL occupants leave the building in a timely, orderly fashion as a result of a fire alarm. Students should not stop at lockers to retrieve items.

People with mobility issues who cannot evacuate on their own should wait in **Areas of Refuge** (generally the top of a stairwell). Only make attempts to assist such people down the stairs in imminently life threatening situations, otherwise offer to call **Campus Security** (*SAFE@Georgian*; **705-722-4000**).

EXTREME WEATHER



Georgian college recognizes that certain environmental conditions may require a **SHELTER IN PLACE**, cancellation of classes, suspension of operations in particular buildings, or an **UNSHEDULED CLOSURE** of a location as a whole.

All alerts or closures are communicated on social media, the Georgian College website and the *Safe@Georgian* app.

In the event of an AIR QUALITY WARNING:

- Georgian College monitors Air Quality Advisories and Warnings issued by Environment and Climate Change Canada (ECCC).
- An advisory will be issued via the *Safe@Georgian* app when the Air Quality Health Index (AQHI) reaches 7 or greater.
- All persons shall consider limiting outdoor exposure to necessary tasks or travel.

In the event of an EXTREME HEAT WARNING:

- The college monitors ECCC warnings and will issue an advisory via the *Safe@Georgian* app for Extreme Heat matching ECCC Alert criteria (2 days in a row of 31°C or > and nights of 20°C or >; 2 days or more with temperatures and humidex values 40°C or >).
- Risk to health increase exponentially when temperatures rise above 31°C . When this occurs consider moving non essential outdoor work inside, to cooler locations or postponing it.
- Drink lots of water, even if you are not thirsty! Consume salty snacks and/or electrolyte replacement drinks. Consider moving to a work / rest cycle if you must be outdoors.

In the event of an EXTREME COLD WARNING:

- The college monitors ECCC warnings and will issue an advisory via the *Safe@Georgian* app for Extreme Cold matching ECCC Alert criteria (temperature or wind chill is expected -30°C or > at least two hours).
- Risk to health increase exponentially when in cold weather. When the temperature drops consider moving non essential outdoor work inside, to warmer locations or postponing it.
- If you must be outside, dress warmly, cover exposed skin, keep dry and keep moving. Be watchful for any signs of frostbite or hypothermia.

In the event of a SEVERE WINTER STORM:

- Check the **CAMPUS CLOSURE** notification system – social media, website, and *Safe@Georgian*.
- A **SHELTER IN PLACE** alert may be issued, follow instructions and leave as soon as it is safe to do so.
- If you must travel, take every reasonable precaution while driving in inclement weather.
- **DO NOT come on campus if closed or commuting is a risk to your personal safety!**

TORNADO



A **TORNADO** is a destructive vortex of violently rotating winds having the appearance of a funnel-shaped cloud and advancing beneath a large storm system.



TORNADO WATCH: Weather conditions are favourable for the development of tornadoes.

TORNADO WARNING: Tornado activity is confirmed and a tornado is imminent.

Georgian College will monitor Environment Canada (ECCC) during severe weather. Tornado warning or watch alerts will be sent via the SAFE@Georgian, PA & Emergency Notification System as necessary.

In the event of a **TORNADO WATCH**, remain alert for deteriorating weather conditions and be prepared to take shelter if the **TORNADO WATCH** is upgraded to a **TORNADO WARNING**.

In the event of a **TORNADO WARNING**:

If you are **indoors**:

- **Remain calm** and do not leave the building.
- **DO NOT** use the elevators.
- **Move to a small room** and shelter in the center of an interior room on the lowest level.
- **Stay away** from corners, windows, doors, and outside walls.
- **Find a sturdy piece of furniture**, such as a heavy table or desk, to use as cover.
- **Cover your head and neck** with your hands.
- **DO NOT** open windows.

If you are **outdoors**:

- **DO NOT** try to outrun or out-drive a tornado. Go to the lowest floor of a sturdy, nearby building or structure. **DO NOT** shelter under an overpass or bridge.
- If you are **unable to seek shelter**, lie flat in a nearby ditch or depression.
- **Be aware** of the potential for flooding and move if water levels become hazardous.
- **Cover your head** and neck with your hands.
- **Watch out** for flying debris.

After the TORNADO has passed:

- **DO NOT exit the building** until it is safe to do so. **DO NOT** use elevators.
- Call **911** and/or Security (SAFE@Georgian or **705-722-4000**) if you need immediate medical assistance.
- If you are **unable to evacuate for any reason**, go to an **Area of Refuge** and/or contact **Campus Security** (SAFE@Georgian; **705-722-4000**). Wait for Security personnel to assist you.
- **Be aware** of new safety issues created by the disaster such as debris.
- **Wait for further instructions** from Campus Safety Services and/or emergency personnel.



EARTHQUAKE

An 'Earthquake' is a sudden and violent shaking of the ground, caused by movements within the earth's crust, that can result in injury to people and minor to severe damage to structures. An 'Aftershock' is a smaller earthquake following the main shock of a large earthquake.

When you're **indoors** during an earthquake:

- Remember to **DROP, COVER, and HOLD ON** to something solid!
- Get under a table or desk, or against an inside wall; stay away from windows and hanging objects.
- Try to hold on to whatever is sheltering you. Don't stand in a doorway!
- If you're in a wheelchair, lock your wheels and duck as low as possible.
- Cover your head, neck and torso as much as possible.



After the earthquake and aftershocks:

- **Evacuate** the building if safe to do so; wait until aftershocks have passed.
- **If you are unable to evacuate for any reason** go to a safe **Area of Refuge** or contact **Campus Security** (***SAFE@Georgian***; **705-722-4000**). Wait for Security personnel to assist you.
- Assess your surroundings and **plan a safe route out** of the building; avoid fallen hazards, such as glass or electrical wires.
- **Don't use elevators.**
- Don't pull the fire alarm unless there is a fire; pulling the alarm without cause would prompt an uncontrolled evacuation and could expose people to unnecessary danger.
- **Don't use cell phones** except to report emergencies or injuries to **911** or Security (***SAFE@Georgian*** or **705-722-4000**).
- **Wait for direction** from Campus Safety Services, Security, or Emergency Services.

When **trapped** under debris:

- Tap on a pipe, wall or any material that **makes noise**. It may help rescuers find you.
- If available you can use a cellphone's **Safe@Georgian** App; it has a flashlight, and the **Mobile BlueLight** feature, which can call and send your exact GPS location to Georgian Security.
- **Limit your movements**, loose debris may shift trapping you further. Moving can also disturb dust making it hard to breath. You can cover your face with cloths or a mask if available.
- **Don't light a match or lighter**, there may be a gas leak.

When you're **outdoors** during an earthquake

- **Stay outside** in a safe open area.
- **Move away** from buildings, trees and power lines.

When you're **driving** during an earthquake

- **Pull over** and keep the road clear for emergency vehicles.
- **Stay in the vehicle** until earthquake and aftershocks have passed.
- Don't stop under bridges, overpasses and/or hydro wires.



ILLNESS OUTBREAK

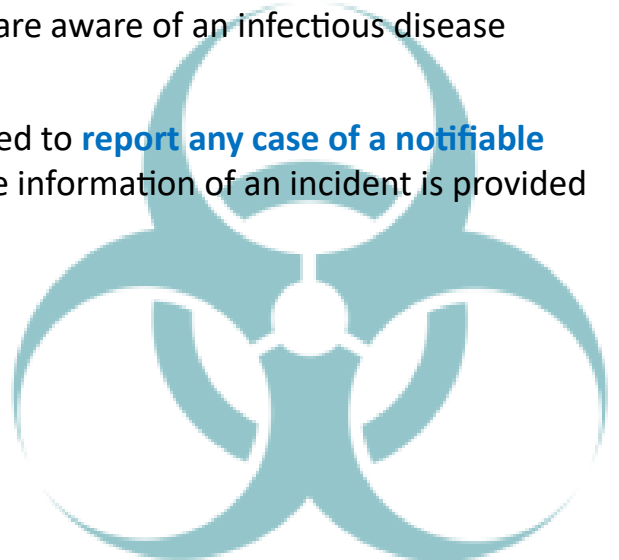
Georgian College recognizes the potential of a 'Contagious Illness' as a public health concern capable of causing a health emergency disrupting of Georgian's academic and administrative operations. Please consider the following:

When you know an epidemic or contagious condition exists:

- **Practice prevention** – get vaccinated, practice rigorous and thorough handwashing, cover mouth when coughing, and follow health advisories.
- **Follow all directions** from the college regarding protocol specific to the illness of concern
- **When feeling unwell, DO NOT attend campus.** Notify your manager or faculty/program coordinator
- **When diagnosed** with a contagious condition, follow all directions and orders from medical personnel.
- **Follow up with your supervisor, professor, manager or coordinator. Await further instruction from the college.**

Early reporting:

- **Early reporting** is essential to successfully responding to an infectious disease outbreak.
- Students, staff, faculty and visitors re responsible for **notifying their direct supervisor, professor, manager or coordinator** when they are aware of an infectious disease incident.
- Managers and/or department heads are required to **report any case of a notifiable infectious disease** and must ensure all available information of an incident is provided to Campus Safety Services.



ILLNESS PREVENTION

General illness prevention guidelines:

- Keep **immunizations up-to-date**.
- **Prepare and handle food carefully**.
- **Use antibiotics** only for infections when directed to by Healthcare professionals.
- **Be careful around** all wild and **unfamiliar animals**.
- **Avoid insect bites** by wearing long clothing.
- Protect yourself with **proper immunizations** before travelling abroad.
- If you are sick, **seek medical attention**.
- **Wash your hands** often with proper handwashing techniques.
- Use hand personal **hand sanitizer** or **pump stations** around the college if in doubt.

WASH YOUR HANDS BY:

1. **Wet hands with water.**
2. **Apply enough soap to cover all hand surfaces.**
3. **Rub palms together, away from water.**
4. **Rub fingers, thumbs, and in-between all digits.**
5. **Ball hand into fist and rub rotationally in opposite palm.**
6. **Interlace fingers and rub palm to back of hand.**
7. **Continue rubbing soap into hands for at least 1 minute.**
8. **Rinse hands with clean water.**
9. **Dry hands thoroughly**



BUILDING AND UTILITY FAILURE

Georgian College recognizes an incident or emergency involving utility and/or building failures that may threaten normal operations may occur. Please familiarize yourself with the responses to such hazards below in order to ensure the safety of its students, faculty, staff and facilities.

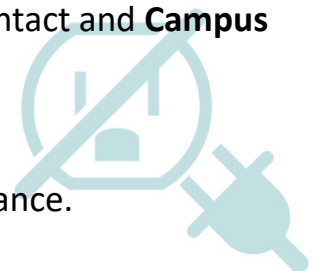
In the event of a **POWER OUTAGE**:

- **Turn off all light switches, equipment, and appliances if safe to do so**, to prevent equipment damage upon re-start.
- Report the power outage to **Facilities Management (705-722-5154)**. If after business hours, **Contact Security (SAFE@Georgian or 705-722-5100)**.
- **Move** to well-lit areas and wait for further instructions. Check Georgian College **SAFE@Georgian** app, social media and website for updates.
- **Report** anyone trapped in elevators to **Campus Security (SAFE@Georgian or 705-722-4000)**.
- **Evacuate** the building safely if instructed to do so. Use Emergency lights, flashlights and natural light to guide you while exiting the building.
- **If you are unable to evacuate for any reason** go to an **Area of Refuge** or contact **Campus Security (SAFE@Georgian; 705-722-4000)**. Wait for Security personnel to assist you.



In the event of an **ELEVATOR FAILURE**:

- **Report** elevator malfunctions (stops, moves abnormally, misses a floor) to **Facilities Management (705-722-5154)**. If after business hours, **Contact Security (SAFE@Georgian or 705-722-5100)**.
- **If trapped, remain calm**. Use the emergency call button and/or contact and **Campus Security (SAFE@Georgian or 705-722-4000)**
- **DO NOT** attempt to exit the elevator.
- Campus Safety Services will contact the Fire Department for assistance.



BUILDING AND UTILITY FAILURE

In the event of a **WATER OUTAGE, PLUMBING FAILURE** or **FLOODING**:

- **Unplug and stop using all electrical equipment.** Avoid contact with pooling water.
- If safe and possible move essential equipment or assets out of the path of the water.
- **Move to a safe area**, do not cross flooded areas or areas of running water.
- Report the water outage, plumbing failure or flooding to **Facilities Management (705-722-5154)**. If after business hours, **Contact Security (SAFE@Georgian or 705-722-5100)**.
- **If necessary Evacuate** the building.
- **If you are unable to evacuate for any reason**, go to an **Area of Refuge** and contact **Campus Security (SAFE@Georgian; 705-722-4000)**. Wait for Security personnel to assist you.



In the event of a **GAS LEAK**:

- Natural gas has a chemical mixed into to make its detection easier, if you smell rotten eggs. it might be natural gas.
- **DO NOT attempt to locate the source of the leak.**
- **DO NOT touch light switches or electrical equipment.**
- **DO NOT use an open flame, matches, or lighters.**
- **Immediately evacuate** if you are in the affected building, activate the pull station on your way out of the building to initiate an evacuation.
- **If you are unable to evacuate for any reason**, go to a safe **Area of Refuge far from the source of the leak** and contact **Campus Security (SAFE@Georgian; 705-722-4000)**. Wait for Security personnel to assist you.
- **DO NOT start vehicles parked in the area.**
- Report the GAS LEAK to **Facilities Management (705-722-5154)**. If after business hours or facilities management cannot be reached, **Contact Security (SAFE@Georgian or 705-722-5100)**.

In the event of **HEATING, VENTILATION and AIR CONDITIONING (HVAC)** concerns:

- **Move to a more comfortable or safe area**, especially if you detect particulate or odors coming from the ventilation system.
- **Report the concern to your manager.**
- Report the HVAC concern to **Facilities Management (705-722-5154)**. If after business hours, **Contact Security (SAFE@Georgian or 705-722-5100)**.
- Facilities Management and Security/Campus Safety Services will investigate the issue.
- **Be ready! You may have to evacuate** the building.
- **If you are unable to evacuate for any reason**, go to a safe **Area of Refuge far from the source of the leak** and contact **Campus Security (SAFE@Georgian; 705-722-4000)**. Wait for Security personnel to assist you.
- **Report any adverse symptoms** to Campus Safety Services at ohs@georgiancollege.ca.



CYBER SECURITY



A cyber-attack is deliberate exploitation of computer systems, technology-dependent enterprises and networks that can compromise data and lead to cybercrimes, such as attacks by ransomware, loss of information and identity theft.

What to do when you suspect a Cyber-attack has occurred:

- **POWER OFF** the affected computer or device. **ISOLATE** the computer or remove the device from use / circulation.
- Contact the Service-Desk directly and immediately at **1-877-374-3224**.
- The Service-Desk will triage your call and direct you to take any necessary actions.
- **Write down details of the incident** so you can communicate the information to IT and your manager.
- Collect the **date, time, location, and involved computer systems**.
- **Users must immediately notify IT and their direct supervisor when they suspect a cyber-attack.**
- Managers and/or department heads should consult immediately with IT during a suspected cyber-attacks. IT will help determine the priority and severity of the incident and activate the appropriate teams to respond to the potential threat.

General Practices for preventing and defending against Cyber-attacks:

- **Change your PIN & passwords frequently.** IT recommends a PIN/password change at least monthly.
- **DO NOT share your LOGIN information,** PIN or password with anyone unless you know they are a verified IT professional working for the college who is providing a necessary or requested service.
- **DO NOT follow instructions** to delete, share, post, screen shot or remotely link to another computer from an unverified or questionable source.
- **Lock your computer** when it's not in use.
- **Back up your data on at least 3 different devices.** For example network drives, Georgian College OneDrive and a detachable hard drive.
- **Update you computer regularly,** including Windows and any application updates.
- **Question the source of links and emails.** Hover over the link before clicking, consider the source and if there is any doubt delete it!
- **If you need to share documents and links do it through OneDrive,** rather than by email. **Do not forward or reply to** hoax messages, spam, phishing email.

For information on how to protect yourself and the college from cybersecurity incidents contact infosec@georgiancollege.ca and refer to the colleges [Online Security Information](#).

BOMB THREAT

ALL BOMB THREATS MUST BE TAKEN SERIOUSLY.

A BOMB THREAT IS A CRIMINAL OFFENCE. DO NOT TRY TO GUESS IF IT REAL OR A HOAX.

When you receive a **BOMB THREAT BY PHONE:**

- **Remain calm.** If your phone has a display, copy the number and/or letters on the window display
- If you have the option to do so, ensure the call is recorded. If not, make sure to take detailed notes or use the **BOMB THREAT CALL RECORD** (see page 23) on the next page.
- **Listen carefully.** Be polite and show interest. Try to **keep the caller talking** to learn more information, try asking open ended questions.
- When possible, **write a note to a colleague** to call **911** and **Campus Security** (**SAFE@Georgian; 705-722-4000**), or notify them yourself as soon as the caller hangs up. Follow Police, Campus Security and Campus Safety Services directions.
- **Write down as many details as you can remember**, using the **BOMB THREAT CALL RECORD**. Try to use the exact words used in the threat and any details you can remember (i.e background noise, etc.).

When you receive a **BOMB THREAT BY EMAIL / TEXT / FAX / IM, or SOCIAL MEDIA:**

- **Remain calm.** Do not delete the message/email/post.
- **Print a copy of the message** and provide to authorities. If you cannot print, copy the information.
- Use the **BOMB THREAT CALL RECORD** and write down any details as you think might be relevant, such as recent confrontations with disgruntled persons on campus.
- **Call 911 immediately** and **Campus Security** (**SAFE@Georgian; 705-722-4000**). Follow Police, Campus Security and Campus Safety Services directions.

When an **EVACUATION** is ordered:

- **Get out** of the building as quickly and calmly as possible. Follow Police, Campus Security and Campus Safety Services directions. **Consider moving away from the building and behind cover.**

If there is an **EXPLOSION:**

- **EVACUATE** the building if safe to do so.
- **If you are unable to evacuate for any reason** go to a safe **Area of Refuge** or contact **Campus Security** (**SAFE@Georgian; 705-722-4000**). Wait for Security personnel to assist you.
- **If trapped, remain calm.** Use what you can to make noise and alert someone. Use **SAFE@Georgian** to send you r GPS location. Don't use matches or a lighter.



BOMB THREAT CALL RECORD

Date: _____
 Time: _____
 Apx. Age: _____
 Accent: _____

- Listen and remain calm
- Do not interrupt or argue with the caller
- Attempt to keep the caller talking
- Record as much information as you can while the call is in progress
- Signal someone to call the Police (911)

Threat (Exact Wording): _____

What time will the bomb explode?: _____

Where is the bomb located?: _____

What does the bomb look like?: _____

What kind of bomb is it?: _____

Why did you plant the bomb?: _____

Where are you calling from?: _____

What is your name?: _____

Did the caller reveal any identifying particular? (nickname, familiarity with staff, etc.):

Can you see the origin of the phone call on the display? (was it on campus, long or local distance?):

Does the caller appear familiar with College property by description of bomb location? Yes/No

Voice	Speech	Language	Manner	Background
<ul style="list-style-type: none"> • Loud • Soft • Highpitched • Deep • Raspy • Pleasant • Intoxicated • 	<ul style="list-style-type: none"> • Fast • Slow • Distinct • Distorted • Stutter • Nasal • Slurred • 	<ul style="list-style-type: none"> • Excellent • Good • Fair • Poor • Foul • Use of certain words/phrases • 	<ul style="list-style-type: none"> • Calm • Angry • Rational • Irrational • Coherent • Incoherent • Deliberate • Emotional • Rightous • Laughing • 	<ul style="list-style-type: none"> • Office Machine • Factory Machines • Street Traffic • Airplanes • Trains • Animals • Voices • Party Noises • Music • Chaos • Quiet •
<p>Remarks:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>				

SUSPICIOUS PACKAGE

If you receive a **SUSPICIOUS/UNATTENDED PACKAGE OR LETTER**:

1. **Do not touch** or handle the package. Do not shake or bump package. Do not open, smell, touch, or taste the package. Treat it as suspect.
2. **Call Campus Security** (**SAFE@Georgian**; **705-722-4000**). Let them know you have found a suspicious package and provide the following details: location, description, why you believe it is suspect, and any other useful information.
3. **If you suspect it is a bomb**, do not cover it or disturb it. Alert others in the area and move away from it quickly. Leave doors and windows open, it will help to minimize blast effects.
4. If you suspect the **object is contaminated** (e.g. has powder or any other substance on it or leaking from it), gently cover it with other materials such as newspaper, towels or plastic bags, and close the door.
5. **Evacuate the immediate area** where the object was discovered.
6. **If you have handled an object** that is suspected of being contaminated, minimize physical contact with others. Wash hands with soap and water. Remove contaminated clothes and place and seal them in a plastic bag or container. Shower with soap and water as soon as possible.
7. **Provide the authorities and Campus Safety Services** with a list of all people who may have been in contact with or in close proximity to the object.



IDENTIFYING A SUSPICIOUS PACKAGE

When identifying a **SUSPICIOUS PACKAGE**, be aware of the following indicators:

- Restricted endorsements such as "personal" or "private."
- The addressee's name and/title might be inaccurate.
- **Distorted handwriting** or a name and address prepared with **homemade labels** or **cut-and-paste lettering**.
- Packages labelled **FRAGILE – handle with care** or **RUSH – do not delay**.
- An **excessive amount of postage** and no return address.
- Protruding **wires, aluminum foil**, or visible **oil stains**.
- A **peculiar odor or smell** coming from the package.
- Packages of an **irregular shape**, with **soft spots**, or **bulges**, that feel **rigid** or appear **uneven** or **lopsided**.
- **Unprofessional** or **untidy wrapping** with several **combinations of tape** used to secure the package.
- Strange noises such as **buzzing** or **ticking**, or **sloshing sounds** emanating from the package.
- **Pressure or resistance** might be noted when removing contents from an envelope or parcel.



PERSONAL PREPAREDNESS

Are *you* prepared?

72

If an emergency happens in your community, it may take emergency workers some time to get to you. Be prepared to take care of yourself and your family for a minimum of 72 hours. By taking a few simple steps today, you can be better prepared to face a range of emergencies – anytime, anywhere.

GetPrepared.ca

1-800-O-Canada (1-800-622-6232)

TTY: 1-800-926-9105



Know the risks



Make a plan



Get a kit

A message from the government of Canada. **Canada**

RESOURCES

Get Prepared—Government of Canada

For more information, visit [Get Prepared](#).

County of Simcoe

705-725-9300 or info@simcoe.ca

For more information, visit [County of Simcoe Emergency Management](#).

County of Dufferin

519-941-2816 or info@dufferincounty.ca

For more information, visit [Dufferin County Emergency Management](#).

District of Muskoka

705-645-2231

For more information, visit [District of Muskoka Emergency Services](#).

Canadian Mental Health Association (CMHA) Crisis Line

Available 24 hours a day, seven days a week

1-833-456-4566

Student Counselling Services

1-877-722-1523

Good 2 Talk postsecondary student helpline

Available 24 hours a day, seven days a week

1-866-925-5454

For more information, visit [Georgian College Campus Safety Services](#).

BE PREPARED.