



# St. Thomas University

## Emergency Procedures Booklet

Fill in your *Civic* Address:

|          |           |             |
|----------|-----------|-------------|
| Building | Civic No. | Street Name |
|----------|-----------|-------------|

| Building                     | Civic No. | Street            |
|------------------------------|-----------|-------------------|
| <b>Main Campus</b>           |           |                   |
| Brian Mulroney Hall          | 825       | Montgomery Street |
| Donald C. Duffie Hall        | 53        | Dineen Drive      |
| Edmund Casey Hall            | 51        | Dineen Drive      |
| George Martin Hall           | 59        | Dineen Drive      |
| Harrington Hall              | 55        | Dineen Drive      |
| Holy Cross House             | 845       | Montgomery Street |
| J. B. O'Keefe Fitness Centre | 65        | Dineen Drive      |
| Margaret Norrie McCain Hall  | 9         | Duffie Drive      |
| Sir James Dunn Hall          | 67        | Dineen Drive      |
| Vanier Hall                  | 63        | Dineen Drive      |
| <b>Forest Hill Campus</b>    |           |                   |
| Chatham Hall                 | 360       | Forest Hill Road  |
| Rigby hall                   | 368       | Forest Hill Road  |

## Emergency Phone Numbers

### BE PREPARED! REMAIN CALM!

- Read and become familiar with these procedures prior to an emergency.
- Become familiar with your building, including the location of stairs, exits and fire extinguishers.
- Participate in practice drills.
- Attend instructional sessions given at work and in the community on First Aid, CPR, and personal safety.
- If you require assistance due to a disability, contact Security & Traffic or the fire warden in your building to plan around your abilities.
- Contact the NB 9-1-1 Emergency Services operator in case of:
  - Fire
  - Poisoning
  - Serious accident
  - Person or property in immediate danger
  - Medical emergency
  - Crime in progress

### TO CONTACT NB 9-1-1 FROM

STU office telephones, dial **9-9-1-1**

Residence room telephones, dial **9-1-1**

Cell or wireless phones, dial **9-1-1**

TTY Machine (text telephone for hearing impaired), type **9 - 7 -1 -1- 9 -1 -1**

Public telephones, dial **9-1-1** or use pre-programmed key (coin is not required)

### TO CONTACT UNB SECURITY FROM

STU office telephones, dial **9-453 4830**

Residence room telephones, dial **453-4830**

Cell or wireless phones, dial **453-4830**

Or use blue emergency phones on campus grounds, red phones inside of buildings or press direct access key on coin-operated telephones (coin is not required).

## Serious Accident or Medical Emergency

### MAKING AN EMERGENCY SERVICES CALL

- Avoid delay. It's all about getting the right emergency responder, to the right place faster, to potentially save more lives and property.
- Call the **NB 9-1-1** operator (refer to [Emergency Phone Numbers](#)).
- Stay calm and speak clearly. When asked by the operator, state the type of assistance you require (police, fire, ambulance, poison control).
- Provide your name, telephone number and location (St. Thomas University campus, [civic address](#), building and room no.). State briefly and clearly what you have observed or why you are calling.
- Answer all of the operator's questions. Let the operator control the conversation. The operator uses standard questions for obtaining critical information from you in a timely manner.
- Do not hang up until the operator tells you to do so.
- If you are calling from a cell or wireless phone, leave your phone turned 'on' in case the operator needs to reach you.
- If time allows, notify **Security & Traffic** by calling **453-4830** (24 hours a day, 7 days a week)

### SERIOUS ACCIDENT OR MEDICAL EMERGENCY

- Do not move a seriously injured person unless it is a life-threatening situation. If you feel the situation is of a life-threatening nature, contact the **NB 9-1-1** operator (refer to [Emergency Phone Numbers](#)).
- Contact **Security & Traffic** at **453-4830**. Provide your name, telephone number, location and as much information as possible regarding the nature of the injury or medical condition. Security will arrange for medical assistance including an ambulance, if necessary. Security personnel are also trained in Emergency Responder Level First Aid/CPR.
- Return to the victim. Administer First Aid and keep the person as calm and comfortable as possible.
- Remain with the victim until Security personnel or Emergency Responders arrive.
- Report all injuries, accidents and 'incidents' (near misses) on the **STU Accident Report Form** within **24 hours** of occurrence. Forms are available from your departmental office, or Facilities Management Office

## Fire or Explosion

### UPON DISCOVERY OF FIRE

- EVACUATE FIRE AREA IMMEDIATELY closing windows and doors behind you
- ACTIVATE FIRE ALARM (pull box)
- LEAVE THE BUILDING using nearest safe exit or stairwell; do not use elevators; assist persons with disabilities; remain calm; assemble outside building entrance
- CALL FIRE DEPARTMENT (refer to [Emergency Phone Numbers](#))  
Office phones, dial **9-9-1-1**  
Residence rooms, dial **9-1-1**  
Cell or wireless phones, dial **9-1-1**  
Provide: your name, phone number and location (STU, [civic address](#), building and room number)
- NOTIFY SECURITY  
Dial **453-4830**; use blue emergency phones, red emergency phones inside buildings or press direct access key on coin operated phones on campus.

Notify Security immediately if you extinguish a fire or to report smoke or fumes.

### UPON HEARING A FIRE ALARM

- LEAVE BUILDING VIA NEAREST EXIT
- CALL FIRE DEPARTMENT

### FIRE EXTINGUISHERS

Use a portable fire extinguisher to extinguish small fires only. Do not use a fire extinguisher unless you have received training in its proper use. Report any fire extinguisher that has been discharged to Facilities Management at 452-0606 or [workrequest@stu.ca](mailto:workrequest@stu.ca)

| CLASS OF FIRE         | TYPE OF FIRE                 | EXTINGUISHER TYPE |
|-----------------------|------------------------------|-------------------|
| ordinary combustibles | wood, paper, cloth           | A or A-B          |
| flammable liquid      | gasoline, paint, oil, grease | A-B, B-C or A-B-C |
| electrical equipment  | electrical wiring or panel   | B-C or A-B-C      |
| combustible metals    | metals                       | bucket of sand    |

# Chemical Spill

## MAJOR CHEMICAL SPILL

For a major chemical spill, follow the procedures for [Fire or Explosion](#) and implement the facility emergency response plan. Review also the campus [Emergency Response Plan for Releases of Hazardous Materials](#).

## MINOR CHEMICAL SPILL

- For a minor chemical spill of known limited danger:
- MOVE AWAY. Turn off any ignition sources and move a safe distance away.
- ASSESS the substance spilled, extent of the spill and degree of hazard. Barricade the area.
- OBTAIN ASSISTANCE. If the spill cannot be contained safely using available equipment and personnel, obtain emergency assistance, by activating the fire alarm (pull box), calling **NB 9-1-1** (refer to [Emergency Phone Numbers](#)) and **UNB Security at 453-4830**.
- ASSESS INJURIES. If anyone is injured, request assistance as outlined in the procedures for [Serious Accident or Medical Emergency](#)
- PREPARE PLAN OF ACTION. Refer to the Material Safety Data Sheet (MSDS) or ask your supervisor/instructor for assistance.
- CONTAIN SPILL AND INITIATE CLEAN UP. Wear appropriate personal protective equipment and use commercial chemical absorbents that are compatible with the spilled chemical. Prevent the spill from entering any sanitary or storm water drainage system. Place contaminated absorbent in a container compatible with the product. Label the container with a WHMIS label.
- REPORT SPILL TO SECURITY. Call **453-4830** even if there has been no injury or damage to property. The Security and Safety offices will perform a joint investigation to ensure that all risks have been mitigated.
- DISPOSE OF PRODUCT. Contact your supervisor, stores manager or the Safety Office. Absorbed materials have the same hazard properties as the original product and must be disposed of in compliance with provincial environmental regulations.

## Gas Leak

### FLAMMABLE, TOXIC, CORROSIVE, OXIDIZING OR CRYOGENIC GASES

- Turn off all ignition sources. Confine the fumes by closing windows and doors.
- If the leak appears to be significant or hazardous, follow the procedures for Fire or Explosion, leave the area immediately and activate the fire alarm (pull box).
- Evacuate to a safe distance of at least 200 meters from the building.
- Call Security at **453-4830**; state your name, department, the nature and location of the leak.
- Identify yourself to Security personnel when they arrive should additional information be required on the product that has been released.
- Do not return to the building until instructed that it is safe to do so by the Fire Department, Security or a building fire warden.
- Report all suspicious odors, fumes or any indoor air quality concerns to the **Facilities Management Office at 452-0606 or [workrequest@stu.ca](mailto:workrequest@stu.ca)**

## **BOMB THREAT**

A bomb threat is a type of anger-motivated violence that is typically conveyed by telephone message, but can also be communicated in writing. Most bomb threats are typically devised to create panic only. Nonetheless, all such threats must be taken seriously. If you receive a bomb threat, notify Security as soon as possible at **453-4830** or [security@unb.ca](mailto:security@unb.ca)

The Dean, Chairperson or administrative head of the department, in cooperation with UNB Security and police, is responsible for coordinating a response to any threat or act of violence.

### **PROCEDURES TO FOLLOW IF YOU RECEIVE A BOMB THREAT (BY TELEPHONE):**

1. Note the telephone number on call display; or when the call ends, hang up and **dial \*9-57** (from office phones) or **\*57** (from Residence, cell or wireless phones) to initiate call trace
2. Be calm, courteous and listen carefully
3. Do not interrupt the caller; try to keep him/her talking
4. Note the following:
  - Exact wording of threat
  - Date, time and duration of call
  - Any background noise or familiar sounds
  - Gender of caller
  - Approximate age
  - Tone of voice (soft or loud) and any detectable characteristics, such as speech or accent
  - Manner (calm, emotional, aggressive or vulgar)
  - If caller's voice familiar to you
  - Caller's knowledge of campus
5. Notify Police @ 9-911 or 911 if from a residence room
6. If instructed to evacuate, follow procedures for Fire or Explosion and without compromising your own safety, search your immediate area.
7. Unlock drawers, cabinets, etc., for the search crew and identify any unusual or unfamiliar objects.
8. Take your personal property with you (briefcase, purse, lunch container, etc.)
9. Evacuate the building and move 200 meters from the entrance.
10. Do not re-enter the building until instructed to do so by Security personnel or by Police.

### **PROCEDURES TO FOLLOW IF YOU OBSERVE A SUSPICIOUS PACKAGE:**

1. If you observe a suspicious object, package or device, contact Security at **453-4830** or [security@unb.ca](mailto:security@unb.ca)
2. Inform your supervisor.
3. Under no circumstances should you touch, tamper with or move any suspicious object.
4. Follow above procedures to evacuate the building.

## Threats and Violence

### WORKPLACE VIOLENCE

Incidents of violence in the workplace may include verbal or written threats, harassment, bullying, physical intimidation or assault. All incidents of workplace violence should be reported and will be taken seriously. If you are subject to workplace harassment or if threats have been made against you, immediately contact Security at 453-4830, security@unb.ca or visit the Security and Traffic office located at the Wu Centre

### CRIMES OF VIOLENCE

A random act of violence or crime-related violence is usually sudden and unpredictable. There may be few or no warning signs. In the unlikely event a violent incident occurs on campus, your personal safety is paramount. Anger-motivated violence, such as an intruder, a person with a weapon or an active shooter in a campus building, requires an immediate response by law enforcement officials to control and eliminate the threat.

### IF AN INTRUDER HAS ENTERED THE AREA AND HAS UTTERED THREATS OR HAS BEGUN SHOOTING

1. Exit the building immediately if you are able to do so without endangering yourself
2. Notify anyone you may encounter to exit the building immediately
3. Go to a safe location away from the scene of the shooting
4. Alert **Fredericton police** at **NB 9-1-1** (refer to [Emergency Phone Numbers](#))
5. Alert **UNB Security** at **453-4830** that urgent assistance is required
6. Provide police and Security with the following information:
  - Your name and your location
  - Location of the incident (be as specific as possible)
  - Number of shooters (if known)
  - Identification of the shooter (if known)
  - Description of the shooter (if known)
  - Number of persons who may be impacted

### IF YOUR SAFETY IS DIRECTLY IMPACTED AND EXITING THE BUILDING SAFELY IS NOT POSSIBLE

1. Take refuge in a secure location such as the nearest office or room
2. Close and lock the door
3. If there is a glass in the door, cover it
4. Remain quiet and act as if nobody is in the room
5. Do not answer the door
6. If able to do so, alert **Fredericton police** at **NB 9-1-1** (refer to Emergency Phone Numbers)
7. If able to do so, alert **UNB Security** at **453-4830** that urgent assistance is required
8. Provide police and Security with the following information:
  - Your name and your location
  - Location of the incident (be as specific as possible)
  - Number of shooters (if known)
  - Identification of the shooter (if known)
  - Description of the shooter (if known)
  - Number of persons who may be involved
9. Wait for Fredericton police to assist you to exit the building. For additional information on personal safety, refer to the [Security & Traffic](#) website.



## General Information

- If you have any questions about STU emergency procedures, or any concerns for your personal safety, contact the **Security and Traffic Department** at **453-4830**
- The “**Crisis Response Policy**” was developed to assist members of university administration to effectively coordinate the use of university and community resources to ensure employee and student safety as well as to minimize property damage during and immediately following a major crisis. Supplemental emergency/contingency plans for departments and facilities have been developed to support business continuity on each campus.
- Fire drills are regularly conducted for all campus buildings.
- Fire wardens are responsible to plan for emergencies including assisting persons with disabilities plan around their abilities. Fire wardens also provide direction to building occupants during a drill or evacuation.
- Fire extinguishers are inspected and maintained regularly by Facilities Management. It is a criminal offence to falsely activate a fire alarm or tamper with or remove fire extinguishers or fire suppression equipment.
- For disposal of hazardous waste contact Facilities Management Office 452-0606.
- The purpose of accident investigation is to determine the underlying cause and not to lay blame. An ‘incident’ refers to any near miss where serious injury could have been sustained or where corrective action should be implemented to prevent another near miss. Incidents should also be reported to your supervisor by completing the STU Accident Report Form, to enhance future prevention.
- Report all maintenance concerns, such as interruption to utilities, to the Facilities Management 452-0606 or [workrequest@stu.ca](mailto:workrequest@stu.ca) during normal operating hours or to Security after hours at **453-4830**. Enquiries relating to interruption in internet communications should be directed to the ITS department at 452-0625 or [its@stu.ca](mailto:its@stu.ca)

## CAMPUS SECURITY

UNB Security & Traffic is responsible for security of the campus 24 hours a day, 7 days a week. Security personnel carry portable radios and can be reached quickly during an emergency by calling 453-4830, by using blue emergency phones on the campus grounds, red emergency phones in buildings or by pressing the direct access key on coin-operated phones (no coin required). You may also contact Security at [security@unb.ca](mailto:security@unb.ca)

The Occupational Health and Safety Committee is responsible for occupational safety. If you have safety concerns in your workplace, call 452-0630 or email [jscarbro@stu.ca](mailto:jscarbro@stu.ca)

After-hours access to many campus buildings is restricted to personnel who are authorized to possess keys and to visiting groups who have made prior arrangements with Security.

All incidents of violence, whether real or threatened, including verbal or written harassment, must be reported to Security.

In an effort to maximize the safety and security of the campus community, you are encouraged to report any suspicious or criminal activity or threats of violence to **Security** at **453-4830** or [security@unb.ca](mailto:security@unb.ca). All incidents are taken seriously. Your information will be noted and investigated by Security personnel. All reported incidents are documented on Occurrence Reports that are acted upon by Security. The level of response will be dictated by the nature of the occurrence and the policy and procedures that are in effect. The Fredericton police will render assistance and investigate any occurrence as requested by UNB Security or by the complainant. Working together is essential for the well-being of the campus community and for promoting a safe and secure environment.