



Emergency Response Summary

For Students, Staff, Faculty, Visitors and
the Mount Royal University Community

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Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

Section 1 – General Information

1.1 Purpose

The purpose of this Emergency Response Summary is to provide information to the Mount Royal University community on procedures to be followed and what to expect during an emergency.

1.2 Emergency

An emergency is a present or imminent event that requires prompt coordination of resources to protect the health, safety, and welfare of people and to limit damage to property and environment.

1.3 Examples

Examples of emergencies are as follows:

- Fire;
- Civil Disturbance;
- Cyber Attack.

1.4 Emergency Response Plan

The University Emergency Response Plan (ERP) is the source document upon which the material in this Emergency Response Summary document is founded. The ERP is the guiding document for University-level responders. This Emergency Procedures Manual is not intended as a replacement or substitute for the ERP.

Section 2 – Emergency Notification

2.1 Overview

This section applies to all students, staff, faculty, visitors, and anyone else who may be on campus when there is an emergency.

2.2 Initial Notification (Alarms)

Notification of an emergency may be done by the following means:

- Fire alarm – **Evacuate Immediately** (see Section 3 – Evacuation)
- Voice
- Telephone
- Public Address
- Omnivex screens

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

2.3 Reporting Emergencies

If a real, imminent, or suspected life or death situation is encountered, the following are the baseline actions that individuals must take:

- Ensure your safety.
- Call Emergency Services at **9-911 (911)**.
- Call Campus Security at **5900 (403-440-5900)** immediately thereafter.

Guidelines when making calls:

- Provide brief, accurate details, to include the following:
 - Your name.
 - Your building and location.
 - The situation.
 - Your contact information.
- DO NOT hang up first.

2.4 Report Non-Emergencies

If a situation exists that does not appear to be a real, imminent, or suspected life or death situation, but merits investigation:

- Call Campus Security at 5900 (403-440-5900).

Section 3 – Emergency Actions – Evacuation

3.1 Fire Alarm System

The fire alarm system has a variety of different detection devices built into it, along with a number of important optional features.

The **Lincoln Park Campus** is divided into different zones. Each zone can have any number of different devices, which at any time can initiate a fire alarm (e.g., heat detector, sprinkler flow switch, manual pull stations).

Within the zone where a potential fire exists, different devices will activate the fire alarm horn/strobes to sound. If the problem is identified and corrected, the fire alarms will be silenced.

<i>Immediate life or death situation:</i>	<ul style="list-style-type: none">• Ensure your safety.• Call Calgary Emergency Services at 9-911 (911).• Call Campus Security at 5900 (403-440-5900) immediately thereafter.
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3.2 Upon Hearing Fire Alarm - Actions

- **Proceed** to the nearest emergency exit.
- **Exit** the building in a quiet, orderly manner.
- **Move** at least 100 metres from the building.
- **Report** to the closest Muster Point.
- **Do not return** to the building until advised by Campus Security or Emergency Wardens.

3.3 Guidelines for Evacuation

- **DO NOT USE ELEVATORS. USE THE STAIRS.**
- **WALK**; do not run during evacuation.
- **CLOSE, BUT DO NOT LOCK, DOORS** when leaving rooms.
- Ensure all hallway doors are closed, but not locked, as you leave.
- Assist persons with physical disabilities. If additional assistance is required, telephone Campus Security at 5900.
- If confronted with smoke, keep near the floor.
- If confronted with smoke in a stairwell, attempt to use an alternate stairwell.
- Do not obstruct emergency personnel.
- Do not go against the flow of people.
- Do not use cell phones or personal devices while evacuating.

3.4 Classes and Meetings

Instructors and Meeting Chairs will suspend their respective class or meeting and evacuate the building immediately upon hearing the Fire Alarm.

Instructors and Meeting Chairs are also expected to know the closest emergency exit to their respective class or meeting room.

3.5 People with Disabilities

Emergency Wardens are responsible for putting in place an evacuation plan for their designated areas for those persons who have physical disabilities.

Able-bodied persons are requested to assist in the evacuation of those persons who have physical disabilities. If additional assistance is required, telephone Campus Security at 5900. Stay on the line until the operator directs otherwise.

<i>Immediate life or death situation:</i>	<ul style="list-style-type: none">• Ensure your safety.• Call Calgary Emergency Services at 9-911 (911).• Call Campus Security at 5900 (403-440-5900) immediately thereafter.
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Section 4 – Emergency Actions – Lockdown and Shelter in Place

4.1 Lockdown – Evacuation

There is typically no valid means to judge if and when it is safe for anyone to evacuate when a threat is present on campus. However, given the size of MRU, it is not likely that the entire Main Building and surrounding buildings would be under threat at a single point in time.

If choosing to evacuate due to the perception it is safe to do so, extreme caution must be taken while assessing if the threat can potentially impact you and others while evacuating.

4.2 Lockdown – Actions

- If you are in a corridor go into the closest room not already secured.
- Lock the door and windows.
- Barricade the door unless you feel the threat may impact you from an outside window.
- Turn off lights and any equipment.
- Close curtains or blinds.
- Ensure everyone remains quiet.
- Turn off cell phones or put in quiet mode.
- Do not make non-essential calls.
- Stay away from windows and doors.
- Stay low and quiet.
- Should the fire alarm sound, do not evacuate the building unless:
 - You have been advised by Police, Campus Security, or Emergency Wardens to evacuate the building.
 - You are actually impacted by a fire.
 - There is imminent danger to you.

Actions to Avoid:

- Do not use or hide in washrooms. If in a washroom, stand on the seat.
- Do not travel down long corridors.
- Do not assemble in large open areas (e.g. cafeterias).
- Do not call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response.

If Confronted by the Threat:

- If having to run:
 - Try to zig zag.
 - Try to keep objects between you and the threat to block visibility and/or any projectiles.
 - If outside the building, do not muster at the Muster Points. Continue at least 300 metres and seek cover.
 - If you or others around you are hurt, 'playing dead' may fool the threat.

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

- If caught by the assailant and used as a hostage, do not threaten the assailant. For example, do not look them in the eye.
- If confronted and cornered, you may have to take action to survive.

Considerations:

- If having to hide, ensure it is a well-hidden space.
- If possible, monitor the University website for updates. Media reports may be unreliable.

Following the Lockdown:

- Cooperate with emergency personnel to assist in an orderly evacuation.
- Comply if handcuffed or segregated by police, as they are simply ruling out suspects.
- Police may require individuals to remain available for questioning following the lockdown.
- Emergency Wardens and/or MRU staff may be present as you exit the building to provide additional information.

4.3 Shelter In Place – Definition

Similar to lockdown, Shelter In Place requires individuals to be inside due to potential threats to safety. Unlike the lockdown, there are different considerations and associated actions, primarily based on the situation.

4.4 Shelter in Place – Actions (Tornado/Severe Wind/Thunderstorm)

- Everyone outdoors is to seek shelter in strong, secure buildings.
- Trailers and temporary structures are to be evacuated.
- Take shelter in a small interior floor room, closet or hallway (on the ground floor, if possible).
- Close, but do not lock, doors.
- Stay close to the ground and protect your head from flying objects.
- If possible, take cover under a sturdy object.
- Stay away from outside walls, windows and objects that might fall.
- Do not seek cover in large open areas.
- Remain quiet.
- Do not use elevators.
- Use the closest and safest route.
- If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area. Be aware of the potential for flooding.

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

4.5 Shelter In Place – Actions (Earthquake)

- Immediately take cover under a sturdy object.
- Be prepared to move with the object and, if possible, grab the object.
- Cover your head, neck and face to the fullest extent possible.
- Stay away from, to the fullest extent possible, windows and items that might fall.
- Do not attempt an evacuation during the earthquake.
- Once the shaking stops, evacuate and remain prepared for aftershocks.
- Once outside, seek open areas away from power lines, buildings and objects that might fall.
- Do not move seriously injured individuals unless absolutely necessary.

4.6 Shelter in Place – Actions (Hazardous Material)

- Everyone in hallways or open areas is to seek shelter in the nearest room.
- Close windows and window treatments.
- Crouch down in areas that are away from windows.
- Stuff material to block vents.
- Do not enter hallways or open areas; wait for direction from Campus Security, Emergency Wardens, or Emergency Services.
- Should the fire alarm sound, do not evacuate the building unless:
 - You have been advised by Police/Security/Emergency Wardens to evacuate the building.
 - You are directly impacted by the hazardous material.
 - There is imminent danger in the immediate area.

Section 5 – Emergency Actions – Other Emergencies

5.1 Fire

Actions to take upon discovering a fire:

- **Pull** nearest fire alarm pull station.
- **Shout** “FIRE” to warn people in the area.
- **Evacuate** the area you are in.
- **Phone** Campus Security at 5900 from a safe location and provide the following information:
 - Your name.
 - Your building and location.
 - The nature of the fire.
- **Stay** on the line until the Campus Security Dispatcher directs otherwise.

**Immediate life or death
situation:**

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

Actions Upon Hearing Fire Alarm:

- **Proceed** to the nearest emergency exit.
- **Exit** the building in a quiet, orderly manner.
- **Move** at least 100 metres from the building.
- **Report** to the closest Muster Point.
- **Do not return** to the building until advised by Campus Security or Emergency Wardens.

Evacuation Guidelines (excerpt from Section 3 – Evacuation):

- **DO NOT USE ELEVATORS. USE THE STAIRS.**
- **WALK**; do not run during evacuation.
- **CLOSE, BUT DO NOT LOCK, DOORS** when leaving rooms.
- Ensure all hallway doors are closed, but not locked, as you leave.
- Assist persons with physical disabilities. If additional assistance is required, telephone Campus Security at 5900.
- If confronted with smoke, keep near the floor.
- If confronted with smoke in a stairwell, attempt to use an alternate stairwell.
- Do not obstruct emergency personnel.
- Do not go against the flow of traffic.
- Do not use cell phones while evacuating.

Fire Do's and Don'ts

- **DO** report the fire – don't assume that someone else will report the fire.
- **DO** activate the nearest alarm pull station. Know their locations.
- **DO** close, but don't lock doors – they will slow the spread of fire.
- **DO** use stairs to evacuate the building.
- **DO** evacuate the area, when there is smoke visible or instructed to do so by the Emergency Warden, the Assistant Emergency Warden, or by Campus Security.
- **DON'T** use elevators – elevators can be very dangerous in a fire, even when they appear safe. Always use the stairs instead of the elevator.
- **DON'T** arbitrarily break windows – falling glass is a serious threat to both pedestrians and fire fighting personnel.
- **DON'T** open a door until having felt the door knob. If hot, or if excessive smoke prevents exit, keep the door closed. Fire on the other side will blast through the slightest opening with tremendous force.
- **DON'T** go back for personal belongings if you are ordered to leave.
- **DON'T** congregate in the stairways. Keep to the right and proceed to nearest safe emergency exit. Always move down and out.
- **DON'T** panic; remain calm.

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

5.2 Medical Emergency

Medical emergencies typically do not require a building evacuation. The procedure for medical emergencies is:

- Administer first aid if qualified, or coordinate first aid.
- If the emergency is life threatening, call, or have someone call, **9-911 (911)** and report the following:
 - Your name;
 - Your building and location;
 - The nature of the medical emergency.
 - Actions taken thus far.
- Telephone Campus Security at **5900 (403-440-5900)**. A Security Officer will respond to the scene, assess the condition of the victim and administer or assist with first aid.
- If the injury is suspected to be of a serious nature, Health Services staff may be requested to attend the scene or an immediate request will be made of City of Calgary Emergency Medical Services.
- Remain available to answer questions.

5.3 Building/Structural Emergencies

This category includes the following types of emergencies:

- Mechanical equipment explosion;
- Structural collapse;
- Electrical fault;
- Flooding.

Actions:

- Leave the area and/or room and find safety.
- Telephone Campus Security Services at **5900**.
- Campus Security Officers will respond, assess the situation, and take the necessary action.
- Appropriate emergency services will be notified by Campus Security Services.
- In the event of a natural gas leak and/or chemical hazard, the area will be evacuated, if deemed necessary, until the problem is corrected.

5.4 Hazardous Material Release/Spill

This category includes the following types of emergencies:

- Natural gas leak;
- Toxic fumes;
- Chemical spill.

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

Actions (Shelter in Place):

If given direction to Shelter in Place:

- See Shelter In Place instructions (in Section 5.6).

Actions:

- Stay clear and warn others in the immediate area of the spill. Have someone call **Security Services at 5900**.
- Immediately isolate the area around the spill.
- Assist injured or contaminated persons if trained to do so, but do not place yourself at risk of injury or contamination in the process.
- Assess the situation and determine:
 - If it constitutes an emergency situation, or
 - Even though it is not an emergency, whether assistance is required to clean up the spill.
- Confirm that Campus Security Services were called. If not, call them to make sure they are able to help in the response.
- Campus Security Officers will respond, assess the situation and take the necessary action.
- The appropriate emergency services will be notified by Campus Security Services.
- If the spill is minor and trained local personnel, personal protective equipment, and spill abatement material are available, the spill may be cleaned up according to established procedures.

5.5 Bomb Threat/Suspicious Package**Evaluating the Bomb Threat**

In general, it has been found that a real bomb threat has several characteristics that distinguish it from a prank caller. It is important to record as much information as possible about the call and the caller, including background noise, as possible. Do not assume it is a prank caller, take all calls seriously.

Person Receiving the Bomb Threat**Action**

- Remain calm.
- Be courteous.
- Note the phone number in display or press 'Call Trace' (if available).
- Fill in the Bomb Threat Call Report form.
- Immediately after the call, notify Campus Security Services at **5900**. Campus Security Services will call the police.
- Forward the completed form to Campus Security Services as soon as possible.
- Remain available to answer questions.

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

Background – Suspicious Package

A suspicious package could be an object that is found that cannot be accounted for or does not belong where it is located. It may fit into the surroundings or it may be totally out of place. At the University, there are unaccounted for items found on campus on a daily basis; nonetheless, individuals must remain vigilant when considering possible threats.

A suspicious item may contain the following traits:

- Left behind, taped to furniture, toilets, or hidden in garbage.
- Unusual location or shape.
- Ticking noises.
- Unusual thickness, weight or size.
- “Cut and paste” lettering, improvised labels, or obviously disguised script.
- Unusual odours, sounds, powder adhering to the envelope or package, or oily/greasy stains or leaking liquids.
- The feeling of springiness, metallic components or stiffeners in letters.
- Small holes, protruding wires, string or metal foil.
- Unusual or unexpected point of origin.

Encountering a Suspicious Package

Action

- Report the issue to Campus Security Services at **5900**. Campus Security Services will contact the police.
- If any doubt exists of its contents, **DO NOT TOUCH, MOVE, OPEN OR DISTURB THE ITEM.**
- Turn off cell phones as they could accidentally set off the device.
- Make sure that the suspicious item is isolated and the immediate areas are cordoned off.
- If you are concerned that the package may have an incendiary device (i.e., has protruding wires or a ticking sound) immediately clear the area of other individuals and wait a safe distance outside the area for the Police to arrive.
- Keep all persons clear of the item until help arrives.
- The Police will determine if anyone is responsible for the suspicious item.

5.6 Extreme Weather

Weather Conditions Endangering Public Safety:

University facilities or services may be closed during extreme weather conditions, such as would be identified by City officials to be hazardous and not suitable for travel by the citizens of Calgary.

If people are trapped on campus during periods of extreme weather, the emergency response organization will coordinate a plan to care for people’s basic needs (shelter, food, clothing). In all likelihood, Reception Centres would be established on campus.

<i>Immediate life or death situation:</i>	<ul style="list-style-type: none"> • Ensure your safety. • Call Calgary Emergency Services at 9-911 (911). • Call Campus Security at 5900 (403-440-5900) immediately thereafter.
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Mount Royal will endeavour to keep its facilities open at all times during its approved hours and days of service in order to facilitate the teaching/learning process. There are exceptional circumstances under which services or facilities may be closed down during the approved periods of operation.

Closure of Mount Royal shall be at the discretion of the President or his/her designate.

5.7 Civil Disturbance

Action

- Report the issue to Campus Security Services at **5900**.
- Do not engage people involved with the disturbance.
- Do not congregate near the area of the disturbance.
- Accept direction from Campus Security Services and the Police.

5.8 Cyber Attack

Universities are often targeted by hackers and criminals. It is very possible that the University network and accompanying software may become compromised as a result of illegal tampering.

Actions

- If you have not powered on or logged on, do not do so.
- Log off and shut down your system.
- Note the problems you encountered.
- Report problems through your supervisor to the ITS Help Desk at **6000**.
- Consider a strategy to complete your work, in the event of a long-term disruption.

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

Section 6 – Communication

6.1 Purpose

The purpose of this Emergency Response Summary is to provide direction to the Mount Royal University community during emergencies that may threaten the safety of people or the University's functions.

6.2 Campus Security Services

Campus Security Services contact numbers are as follows:

Contact	Phone Number
Campus Security – Emergency 24 hour	5900 (403.440.5900)
Campus Security – Administration	6897 (403.440.6897)

6.3 Emergency Phones

The following emergency phones will connect the call directly with Campus Security Services.

Phone / Location	Phone Number / Phone Type
Main Building – Lower Level	
Loading Dock #4	Yellow Emergency Phone
Copywrite Front Entrance (Wyckham House)	Red Help Phone
Starbucks (East Gate)	Red Help Phone
Kerby Hall – Level 1 – Near A-101 Single Door	Pay Phone
Main Street – Level 1 – BookStore Courtyard	Pay Phone
Across from E-161	Red Help Phone
I-130 – Across from Reading Room	Red Help Phone
Craft Studio I-149	Red Help Phone
T-116 Arts Wing – Reading Room	Red Help Phone
Arts/Comm. Wing Lobby – Near T-143	Red Help Phone
U-115 Aerobic Studio #1 Hallway	Pay Phones
Across from U-117 – Stanley Gym	Pay Phone
U-134D – Handicapped Station – Men's Washroom	Bathroom Wall Phone
U-150 – Wet Room	Red Help Phone
U-152F – Handicapped Station – Women's Washroom	Bathroom Wall Phone
Centre Gym Hallway Door – U-170B	Pay Phone
Men's Change Room	Bathroom Wall Phone
Women's Change Room	Bathroom Wall Phone
Main Building – 2nd Level	
Main Street – Level 2 – Near B-208	Pay Phone
B-232 (Lab Stores)	Red Help Phone
Adjacent to E-251	Red Help Phone
Cross-over Entrance to Arts/Comm Wing	Pay Phone
U-220G Bathroom	Wall Phone
Optimal Therapies U-224C Bathroom	Wall Phone

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**

Phone / Location	Phone Number / Phone Type
Triple Gym Entrance – Level 2	Pay Phones
Mount Royal Recreation – Main Entrance	Pay Phones
Nursing Labs – W-216	Red Help Phone
Comm. Health Wing – near Y-218	Pay Phone
Daycare – Near Y-279	Red Help Phone
Wyckham House – Level 2 – Near Z-201	Red Help Phone
Main Building – Level 3	
Across from Lincoln Park Room	Red Help Phone
Across from Q-310	Pay Phone
Main Building – Elevators	
Handicapped Elevator	Elevator Phone
Freight Elevator	Elevator Phone
Wyckham House Elevator	Elevator Phone
Kerby Elevator	Elevator Phone
Community Health Elevator	Elevator Phone
Arts/Communication Elevator	Elevator Phone
Fitness Centre Elevator	Elevator Phone
Wellness Centre Elevator	Elevator Phone
EA Elevator	Elevator Phone
East A – Arts Building	
EA – 1036 Handicapped Bathroom – Level 1 Bathroom	Wall Phone
EA – North Entrance – Exterior – near Lot S2	Wall Help Phone
EA – Knuckle – Exterior	Wall Help Phone
EA – West Door – Exterior (near East Gate)	Wall Help Phone
EA – Level 1 – North Entrance	Pay Phone
EA – Level 1 – Near 1026	Pay Phone
EA – Level 1 – Knuckle Lobby	Pay Phone
EA – Level 2 – Across from 2071	Pay Phone
EA – Level 2 – Near 2036	Pay Phone
EA – Level 2 – Knuckle Lobby	Pay Phone
EA – 2044 – Handicapped Bathroom – Level 2	Wall Phone
EA – 3106 – Handicapped Bathroom – Level 3	Wall Phone
East B – Bissett School of Business Building	
Level 1 – EB Hub	Pay Phones
Level 2 – EB Hub	Pay Phones
Residences	
East Residence inside Lobby	Pay Phone
East Residence outside Main Entrance	Pay Phone
West Residence by Main Entrance	Wall Help Phone
Each elevator has a telephone that connects caller to Campus Security Services.	

Immediate life or death situation:

- **Ensure your safety.**
- **Call Calgary Emergency Services at 9-911 (911).**
- **Call Campus Security at 5900 (403-440-5900) immediately thereafter.**