



what to do in an **EMERGENCY**

Emergency information for faculty, staff, students
and visitors to Mount Royal University

EMERGENCY PHONE NUMBERS

Dial 9 first if calling from an internal phone line

- » Calgary Emergency Services (Police, Fire, Ambulance)
911 (Do not text!)
- » Security Services Emergency 24 hour
403.440.5900
- » Security Services Administration
403.440.6897

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INTRODUCTION

Mount Royal defines an emergency as “a present or imminent event that requires prompt coordination of resources to protect the health, safety and welfare of people and to limit property damage.”

In an emergency, employees, students and visitors need to respond safely and quickly.

BE PROACTIVE

- Take time to familiarize yourself with your surroundings, including nearby exits and escape routes, fire alarm pull stations, and automated external defibrillators (AEDs), before an emergency occurs. During an emergency, remember to stay calm, assess your surroundings and your options, and take action to ensure your own safety. Visit mru.ca/CampusSafetyResources for more information about proactive emergency planning.
- Download [MRU Now](#), MRU's official safety app, to receive push notifications during campus emergencies or other time sensitive events. Ensure notifications are enabled on your Android or Apple mobile device.
- Regularly review the procedures in this guide so you know what to do in an emergency.

RESOURCES

HELP PHONES

There are various phones and buttons located around campus that you can use to contact Security in the event of an emergency. You can also use these phones to contact Security if you need information.

There are also phones located in each classroom that can be used to contact Security Services by dialing 5900 (24-hour emergency line).



RED PHONES
Located in the hallways of the main building.



CODE BLUE POLES
Located around the Library and in various outdoor areas across campus.



RED BUTTONS
Located in the East Buildings and some new sections of the main building; at the entrances and in the accessible washroom stalls.



YELLOW BOXES
Located at each entrance of the Conservatory building

REMEMBER TO ALWAYS CALL 911 FIRST FOR ALL LIFE-THREATENING SITUATIONS

EMERGENCY BASICS

» Keep calm. Assess your situation as quickly as possible and then take action.

» Pay attention to all instructions; you may receive information from the multiple channels that are part of the University's Emergency Notification System.

REPORTING AN IMMEDIATE, LIFE-OR-DEATH SITUATION:

1. Move to a safe place and alert others around you to also move.
2. Call 911. Dial 9 first if you are calling from an internal phone. DO NOT TEXT 911.
3. Provide brief, accurate details such as: "This is an emergency at Mount Royal University". Include:
 - The situation
 - The building you are in
 - Your location within that building
 - Your name
 - Your contact information
4. Do not hang up until the dispatcher tells you to or until the dispatcher has hung up.
5. Call Security Services at local 5900 (403.440.5900 on a mobile device). Tell them you have already called 911, then provide the same information you provided 911.

HOW TO EVACUATE

WHAT TO DO

- Treat all alarms as real and evacuate when you hear the fire alarm or when directed by Security Services or an Emergency Warden.
- Take any personal belongings (purses, coats, car keys, backpacks) if they are easily accessible. Do not return to an office, classroom or locker to retrieve belongings.
- Walk to the nearest emergency exit. Remain calm and do not run.
- Close but do not lock the door behind you when leaving rooms.
- Do not use elevators. Use the stairs if necessary.
- Do not use your cell phone unless you are contacting Security Services for evacuation assistance. Do not text or tweet - it's more important to get out of the building.
- After ensuring your own personal safety, offer assistance to those who may need help. If you need additional assistance, call Security Services at 403.440.5900.
- Go to the closest Muster Point location or move at least 100 metres from the evacuated building(s). Do not return to the building until advised by Security Services or Emergency Wardens.

EVACUATING DURING A CLASS OR MEETING

- Immediately end the class or meeting.
- Instruct everyone to evacuate the building.

Professors, instructors and meeting chairs are also responsible for knowing the closest emergency exit and for showing others where that exit is.

PERSONS REQUIRING ASSISTANCE

Emergency Wardens are employees that may provide assistance during an evacuation. However, all evacuees should still offer assistance to anyone who may need it when leaving the building, if it does not compromise personal safety. If you need additional help, call Security Services at 403.440.5900.

ACTIVE ASSAILANT

IF FACED WITH AN ACTIVE ASSAILANT ON CAMPUS:

Quickly scan and assess the situation: Consider your options.
Be decisive and take action to ensure your own personal safety.

YOUR FIRST AND BEST OPTION IS TO RUN:

- Escape the threat by the shortest and safest means possible. Avoid travelling down long corridors or congregating in large open spaces.
- Warn others on your way, if you can.
- Call 911 only when safe to do so.
- If you encounter police, don't run toward them. Remain calm. Keep your hands visible and follow instructions.

IF IT IS NOT POSSIBLE TO ESCAPE SAFELY, HIDE:

- If you are inside a classroom or office, stay there. If you are in a corridor, go to the closest unlocked room.
- Lock windows and doors and await instructions from emergency personnel. If the door does not lock, barricade the entry using heavy objects such as tables and chairs.
- Close curtains and blinds and turn off the lights.
- Keep quiet and put your cell phone on silent mode.
- Hide behind large objects if possible.
- Stay low and keep away from windows and doors.
- Call 911, if safe to do so.
- If the fire alarm is activated, remain where you are and await further instructions from emergency personnel.
- Do not open the door for anyone unless they validate their identity as an emergency personnel.

AS A LAST RESORT IF YOU CANNOT RUN OR HIDE AND IF YOU FEEL YOUR LIFE IS IN IMMINENT DANGER, FIGHT:

- Commit to actions to delay, block, or overcome the assailant.
- Work with the people around you.
- Look for objects that could be used as tools to defend yourself.

BOMB THREAT

It is possible that any member of the University community could receive information about the potential location or existence of an explosive device. Each and every bomb threat must be taken seriously and evaluated separately.

IF YOU RECEIVE A BOMB THREAT BY PHONE:

1. Remain calm, be courteous, listen and **do not interrupt the caller**. Write down any displayed phone number, if possible.
2. Ask as many questions as possible and write down the replies. People making bomb threats are often willing to answer questions like:
 - Where have you placed the bomb?
 - When will it go off?
 - What is your name?
 - Where are you calling from?
 - Why did you place the bomb?
3. Immediately after you hang up from the call, telephone Security Services at local 5900 (403.440.5900 on a mobile device). Security will take any further action required.
4. Take your written notes to the Security Services office as soon as possible.

IF YOU RECEIVE A BOMB THREAT BY EMAIL:

Forward the threat to Security Services' email (**securityfrontdesk@mtroyal.ca**) as soon as possible. Follow up immediately by calling Security Services at local 5900 (403.440.5900 on a mobile device).



BUILDING/STRUCTURAL EMERGENCY

Building/structural emergencies could include mechanical equipment explosion; structural collapse; electrical fault; unexpected interruption to utilities; and flooding. Any one of these emergencies could significantly impact a building, an area on campus or the entire campus.

EVACUATE

- Leave the area and find safety. If possible, find the nearest safe Muster Point.
- If the situation is life threatening, call 911. Dial 9 first if you are calling from an internal telephone. DO NOT TEXT 911.
- Call Security Services at local 5900 (403.440.5900 on a mobile device).

Security Services will respond, assess the situation and take the necessary action. Security Services will notify appropriate emergency services.



Treat all alarms as real and evacuate when you hear the fire alarm or when directed by Security Services or an Emergency Warden.

IF YOU ENCOUNTER A FIRE OR SMOKE:

- Pull the nearest manual fire alarm pull station if the alarm has not been activated.
- Follow Evacuation procedures.
- Only take personal items that are in direct reach of you. Do not return to an office, classroom or locker to retrieve belongings.
- Close doors as you evacuate but do not lock them.
- When safe to do so, call 911, followed by Security Services at 403.440.5900.
- Once outside, go to the nearest Muster Point.
- Do not return to the building until advised to do so.

IF YOU HEAR THE FIRE ALARM:

- Follow Evacuation procedures.
- Only take personal items that are in direct reach of you. Do not return to an office, classroom or locker to retrieve belongings.
- Close doors as you evacuate but do not lock them.
- If you need additional assistance, locate a member of Security Services or an Emergency Warden or call Security Services at 403.440.5900. If at any time you feel unsafe, call 911.
- Once outside, go to the nearest Muster Point.
- Do not return to the building until advised to do so.



HAZARDOUS SPILL/LEAK

NATURAL GAS LEAK

If you smell gas or other unusual fumes, or it is reported to you:

- Call Security Services at local 5900 (403.440.5900 on a mobile device).
- Wait for instructions from Security Services on whether to evacuate.

CHEMICAL OR BIOHAZARD SPILL

Any uncontrolled release of hazardous materials is considered a reportable spill and these procedures must be followed.

Evacuate the area

- Stay calm and evacuate in a quick and orderly manner. Do not cross through the contaminated area.
- If able, shut down equipment. Isolate area and notify others in the area to prevent re-entry.
- Close doors on your way out, if it is safe to do so.
- Meet at the nearest Muster Point
- Once safely outside, call Call Security Services at local 5900 (403.440.5900 on a mobile device) and provide:
 - Location of spill.
 - Injuries
 - Chemical name
 - Quantity
 - Hazards (Information on SDS)
- Inform your supervisor or department head
- Do not re-enter the building until instructed to do so.



MEDICAL EMERGENCY

IF THE EMERGENCY IS LIFE THREATENING:

- Assess the situation: observe the area and approach the injured person only if it is safe to do so (for example, there is no gas leak or fire).
- Call or ask someone else to call 911 (remember to dial 9-911 if calling from an internal landline).
 - If you're not sure the emergency is life threatening, but it appears serious, call 911.
- After you have contacted 911, call Security Services at local 5900 (403.440.5900 on a mobile device) or use a Help Phone.
- If it is safe to do so, stay with the injured/ill person until emergency services arrive. Do not move them unless it is essential for their safety.
- If qualified, provide first aid.

IF THE EMERGENCY IS NOT LIFE THREATENING:

- For minor first aid or other medical needs, call Security Services at local 5900 (403.440.5900 on a mobile device) or use a Help Phone.



POWER OUTAGE

IF THERE IS A POWER OUTAGE:

- Remain calm and stay where you are. Emergency generators will start up automatically and provide emergency lighting.
- If evacuation is necessary, follow Evacuation procedures
 - If you must evacuate in total darkness, do so by following the wall to an exit.
 - If safe to do so, secure any equipment or materials you are working with before leaving the area (i.e. unplug electrical equipment and turn off computers).
 - Elevators will be unavailable. Use the stairs carefully.
- If the electrical failure has caused a fire or you suspect a fire in the wall or the equipment, follow the Fire instructions.
- If the power failure represents a risk other than fire to the occupants, then telephone Security Services at 403.440.5900.



SEVERE WEATHER/ NATURAL HAZARD

In the event of severe weather such as high winds and tornados, you may be instructed to take shelter in a campus building and follow Shelter-In-Place procedures.

WHEN INSTRUCTED TO SHELTER-IN-PLACE:

- Take shelter indoors (e.g. interior floor room, closet or hallway)
- Close doors and windows
- Stay away from exterior walls and windows
 - During a tornado, move to the lowest level of the building or to a closet, bathroom or under a staircase. At the very least, get under a sturdy piece of furniture. If shelter is unavailable or there is no time to get indoors, lie down in a low-lying area or crouch near a strong building.
- Stay close to the ground and protect your head from flying objects
- Remain sheltered until Security or emergency services gives the "all clear".
- Do not take the elevator
- Do not change your route to a classroom or office to grab personal items. Make your way to the nearest classroom/shelter as quickly as possible.
- Avoid large rooms, if possible

SUSPICIOUS ACTIVITY

If you encounter a suspicious person or package, trust your instincts, ensure your own personal safety, and report it to Security Services when safe to do so.

TO REPORT A CRIME IN PROGRESS:

- When safe to do so, call 911, Then call Security Services at local 5900 (403.440.5900 on a mobile device) or use a Help Phone.

FOR SUSPICIOUS PERSONS OR PACKAGES:

- Call Security Services at local 5900 (403.440.5900 on a mobile device) or use a Help Phone.
- Do not approach the individual(s) engaged in criminal activity.
- Do not attempt to apprehend or interfere with the individual(s) except in case of self-protection.
- Do not pick up, touch, or walk near a suspicious package/backpack.
- Do not let anyone into a restricted room without proper authority.
- Should, the individual(s), make their way to an exit, do not block them from exiting the facility.
- If the situation becomes violent and personal injury may occur, leave the area immediately and call 911 when it is safe to do so.