



# 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*



Security Services – Emergency 24 hour  
**403.440.5900**



Security Services – Administration  
**403.440.6897**



Calgary Emergency Services  
**911** (Do not text!)

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- 3 **Resources**
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- 5 **Building/structural emergencies**
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- 7 **Medical emergency**
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- 13 **Emergency action response types**
  - 13 A – **Shelter in place**
  - 13 B – **Evacuation**
  - 13 C – **Lockdown**

# ! INTRODUCTION

This manual is based on Mount Royal University's **Emergency Response Plan**, which outlines how Mount Royal will respond during specific emergency scenarios.

Mount Royal defines an emergency as "a present or imminent event that requires prompt coordination of resources (such as Security Services, police, fire and medical personnel) to protect the health, safety and welfare of people and to limit property damage.

Please take a moment to read through this important information.

Think about your emergency exit route and how you might respond during an emergency. Keep this manual in a visible place so you can review it periodically and grab it during an emergency.

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# ! EMERGENCY BASICS

- » Keep calm.
- » Take a few deep breaths to help you to think clearly and to avoid panic.
- » Pay attention to all instructions as the situation develops and refer to this guide for more detailed information.

**NOTE:** Mount Royal's internal phone lines require dialing 9 first and then the desired phone number in order to call external locations. Internal locations (such as Security Services at 5900) can be called on the internal phone lines by dialing a four-digit extension without dialing 9 first.

## REPORTING AN IMMEDIATE, LIFE-OR-DEATH SITUATION:

1. Move to a safe place and alert others around you to also move.
2. Telephone 911. **Dial 9 first if you are calling from an internal telephone. DO NOT TEXT 911.** They cannot receive text messaging.
3. Provide brief, accurate details such as: "This is an emergency at Mount Royal University"
  - 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. Telephone 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.

Reporting other situations that require assistance or investigation:

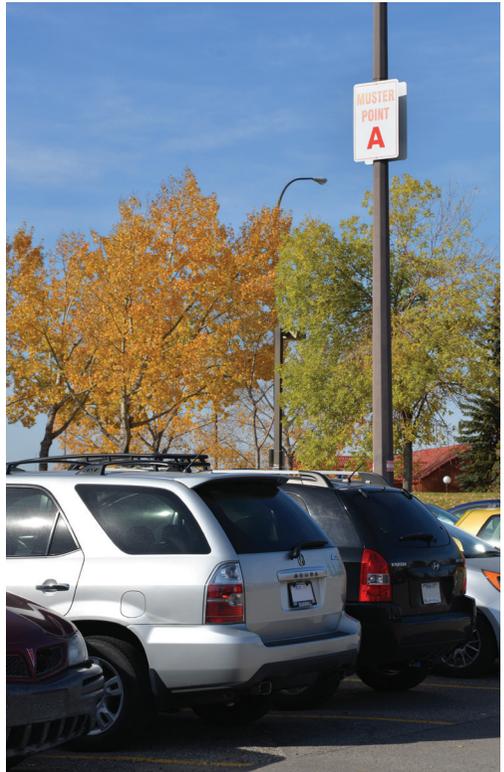
1. If necessary, move to a safe place and alert others around you to also move.
2. Telephone Security Services at local 5900 (403.440.5900 on a mobile device).

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# ! RESOURCES



Help phone



Muster Point

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# ! NATURAL GAS LEAK/ TOXIC FUMES

Exposure to natural gas can be damaging to your health and, if there is a buildup of natural gas, there is also a strong risk of explosion.

If you smell gas, or if it is reported to you:

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

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# **! BUILDING/STRUCTURAL EMERGENCIES**

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.

**»ACTION:** Evacuate

- Leave the area and find safety.
- Telephone 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.

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# ! POWER FAILURE

If you are in total darkness:

- Remain calm and stay where you are. A search of the building will be conducted and assistance provided.
- If you must evacuate in total darkness, do so by following the wall to an exit.
- If the electrical failure has caused a fire or you suspect a fire in the wall or the equipment, follow the fire instructions from section 11.
- If the power failure represents a risk other than fire to the occupants, then telephone Security Services at 403.440.5900. Security will take any further action required.

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# ! MEDICAL EMERGENCY

» **ACTION:** If you are qualified to do so, administer or co-ordinate first aid until a higher standard of care arrives (Paramedics, Police, Fire)

## IF THE EMERGENCY IS LIFE THREATENING:

1. Telephone or have someone telephone, 911 (remember to dial 9-911 if calling from an internal landline).
2. If you're not sure the emergency is life threatening, but it appears serious, telephone 911 anyway. Report the following:
  - "This is a medical emergency at Mount Royal University."
  - The building you are in.
  - Your location within that building.
  - The nature of the medical emergency.
  - Actions taken thus far.
  - Your name.
3. After you have contacted 911, telephone Security Services at local 5900 (403.440.5900 on a mobile device) and inform them of the situation.

## IF THE EMERGENCY IS NOT LIFE THREATENING:

1. Telephone Security Services at local 5900 (403.440.5900 on a mobile device).

Staff from Security Services will:

- Respond to the scene.
- Assess the condition of the victim and administer or assist with first aid.
- Determine whether to call Emergency Medical Services.

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# ! BOMB THREAT

Most bomb threats are made by telephone during normal working hours. 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 TELEPHONE:

1. Remain calm, be courteous, listen and **do not interrupt the caller**.
2. Write down any displayed phone number, if possible.
3. 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?
4. 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.
5. Take your written notes to the Security Services office at the West Gate as soon as possible.

## IF YOU RECEIVE A BOMB THREAT ELECTRONICALLY:

1. Forward the threat to Security Services' email ([security@mtroyal.ca](mailto:security@mtroyal.ca)) as soon as possible.
2. Follow up immediately by telephoning Security Services at local 5900 (403.440.5900 on a mobile device).

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# ! NATURAL DISASTERS/ EXTREME WEATHER

The City of Calgary may identify a natural disaster or extreme weather situation that is hazardous and/or not suitable for travel. In such cases, Mount Royal's president (or a designate) will determine any University closure. If declared, University closure will be communicated through standard Mount Royal channels including (but not limited to) email, social media, the website and Security Services. Follow any directions provided. If you are trapped on campus due to extreme weather, follow directions from Mount Royal personnel or the Calgary Emergency Management Authority (CEMA), who will be in charge. CEMA can be accessed online through the City of Calgary website at [calgary.ca](http://calgary.ca).

## TORNADO / SEVERE WIND / SEVERE THUNDERSTORM

» **ACTION:** Move to a strong, secure building

- Do not seek cover in large open areas. Stay away from outside walls, windows and objects that might fall.
- Be aware of the potential of falling objects: trees, branches, etc.
- 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.
  - Once/if you are indoors:
    - Take shelter in a small interior room, closet or hallway on the ground floor.
    - Close the door. **Do not lock any doors.**
    - **Do not use elevators.**
    - Stay close to the ground/floor and protect your head from flying objects if necessary. If possible, take cover under a sturdy object.

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# ! SUSPICIOUS PACKAGE

A suspicious package could be an object that doesn't belong where it is or that can't be explained. It may fit into the surroundings or it may be totally out of place. Unaccounted-for items are found on campus every day, but everyone should be aware of the signs that an item might be dangerous.

## WATCH FOR PACKAGES:

- Taped to furniture or toilets
- Hidden in garbage
- Left in an unusual location
- With an unusual shape
- Making ticking noises
- With an unusual thickness, weight or size
- With "cut and paste" lettering, improvised labels, labelled "only open by 'specific person'" or obviously disguised script
- With unusual odors or sounds
- With powder stuck to the envelope or package
- With oily and/or greasy stains
- Leaking liquids
- That feel springy, or feel like they have metallic components or stiffeners inside
- Showing small holes, protruding wires, string or metal foil
- Coming from an unusual or unexpected address

## IF YOU FIND A SUSPICIOUS PACKAGE:

1. Do not touch, move, open or disturb the package. If you think the package may have incendiary device indicators — such as protruding wires or a ticking sound — immediately tell people in the area to evacuate.
2. From a safe distance, report the package to Security Services at local 5900 (403.440.5900 on a mobile device). Security Services will take any further action. **Report the suspicious package even if you are unsure.**
3. Turn off your cell phone and ask others in the area to turn off theirs — a cell phone could accidentally set off a device.
4. Make sure the suspicious item is isolated. Keep the immediate areas cordoned off until Security Services arrives.

The police will determine if anyone is responsible for the suspicious item.

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# ! FIRE

If you discover a fire, **you must report it** — don't assume that someone else has or will. Go to the nearest fire alarm station and pull the bar to activate the fire alarm. Fire alarm pull stations are marked on the Emergency Exit Plans posted in Mount Royal classrooms, meeting rooms, main offices, etc.

» **ACTION:** Evacuate as follows:

## IF YOU ENCOUNTER A FIRE:

1. Shout "**FIRE!**" to warn and evacuate people in the area.
2. Exit the area and, from a safe location, telephone 911 and then Security Services at local 5900 (403.440.5900 on a mobile device). Provide the following information:
  - "This is a fire emergency at Mount Royal University"
  - The building you are in
  - Your location within that building
  - The nature of the fire
  - Your name
3. Stay on the line as long as it is safe to do so. Do not hang up until the Security Services dispatcher tells you to hang up or until the dispatcher hangs up.

## WHEN/IF YOU HEAR THE FIRE ALARM:

- Follow evacuation instructions from section 13 B.
- If you encounter smoke, keep close to the floor because smoke rises.
- **Do not open a door until you have felt the door knob.** If the knob is hot, keep the door closed. Fire on the other side can blast through the slightest opening with tremendous force. If you open the door and find excessive smoke that prevents you from leaving, close the door and keep it closed.
- Close doors but **do not lock doors behind you** as you leave a room — they will slow the spread of fire.
- Do not arbitrarily break windows — falling glass is a serious threat to both pedestrians and firefighting personnel.
- Do not go back for personal belongings if you are ordered to evacuate.

## IF A PERSON IS ON FIRE:

1. Stop — drop — cover face — roll.
2. Smother the fire by wrapping the person in heavy fabric, such as a coat, a rug or curtain.
3. If a fire extinguisher is available use it on the individual.

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# ! VIOLENT ARMED OR UNARMED PERSON(S) ON CAMPUS

## IF FACED WITH A VIOLENT THREAT:

- Scan and assess: Consider your options.
- Check for crowd reactions (screams, gunshots, etc).
- Do not run in the opposite direction of the crowd.
- Ensure your own personal safety.

» **ACTION:** Possible options: get out, hide, fight

## IF CONFRONTED BY A VIOLENT PERSON DURING A LOCKDOWN:

Lockdowns are instituted when it may be too dangerous to evacuate a building. However, if confronted by a violent person during a lockdown, your safety comes first. Remain calm and consider the suggestions below as you decide how to respond.

1. **GET OUT** — if you can. Choose a safe exit:
  - If you are in a confined area, try to keep objects between you and the person to **shield yourself from view and/or a weapon** as you escape.
  - Try to avoid attracting the shooter's attention.
  - If you are in a larger space or outside, run for at least 300 metres and seek cover.
2. If you can't escape, **HIDE** (lockdown) – See section 13 C for directions to follow in a lockdown:
  - Find a hiding place or room where you will be protected (for example, hide under a heavy desk or behind a filing cabinet).
  - Lock and barricade the door if possible.
  - Turn off the lights.
  - Stay away from windows, doors and the line of fire.
  - Ensure your cell phone is quiet.
  - If there is nowhere to hide, lie flat on the ground.
  - Stay hidden even if the fire alarm is going off.
  - Stay hidden and quiet until the police say otherwise. Do not open doors just because someone announces "Police". They will enter on their own when the situation is resolved.
  - If you are caught by an attacker and used as a hostage, **do not make eye contact with the assailant** because this may be considered threatening.
3. **FIGHT:** This is the last option and should only be considered if there is no other choice. If you choose to fight:
  - Find a hiding place or room where you will be protected.
  - Commit to aggressive action.
  - Improvise weapons from nearby objects.
  - Disarm and incapacitate the threat in any way you can.

**Communications:** When it is safe telephone 911 immediately. Report the following:

- "This is an emergency at Mount Royal University. There is a violent threat on campus."
- Your name.
- The nature of the violent act being committed.
- Whether there are weapons or alcohol visible.
- The number of people involved.
- Your building name and location.

Stay on the line as long as it is safe to do so. **Do not hang up until the dispatcher tells you** to or until the dispatcher has hung up. Then telephone Security Services at local 5900 (403.440.5900 on a mobile device).

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# ! EMERGENCY ACTION RESPONSE TYPES

During an emergency, follow the directions of Security personnel or MRU emergency wardens (wearing safety vests) if they are at the scene. Depending on the emergency, Mount Royal University may respond by implementing one of three basic emergency actions:

- Shelter in place
- Evacuation
- Lockdown

## ! Shelter in place

Shelter in place means remaining inside due to potential safety threats such as severe weather, a natural disaster or the release of hazardous materials.

You will be told why you must shelter in place and it will be clearly stated that the situation is not a lockdown. Once you know why the shelter in place has been called, refer to this manual for the different actions that you should take for the situation in question (for example, tornado precautions differ from chemical spill precautions).

### 13 Emergency action response types

13 A – Shelter in place

13 B – Evacuation

13 C – Lockdown

# ! Evacuation

Any time you hear a fire alarm, you must immediately evacuate to the Muster Point locations (one in every Parking Lot) or at least 100 metres from the building you are in. These locations are marked by signs identifying “MUSTER POINT (Letter).” An evacuation may also be signaled through other channels including (but not limited to) email, Security Services, emergency wardens or the Mass Communication System (PA system).

## HOW TO EVACUATE CAMPUS BUILDINGS:

1. Take any personal belongings (purses, coats, car keys, backpacks) — but only if they are easily accessible. **Do not return to an office, classroom or locker** to retrieve belongings.
2. 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 go against the flow of people.
  - 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.
3. After ensuring your own personal safety, assist people who have physical disabilities or who need help. If you need additional assistance, telephone Security Services at local 5900 (403.440.5900 on a mobile device).
4. Move at least 100 metres from the building.
  - Report to the closest Muster Point location.
5. **Do not return to the building** until advised by Security Services or Emergency Wardens.

## EVACUATING DURING A CLASS OR MEETING:

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

Professors, instructors and meeting chairs are responsible for knowing the closest emergency exit and for showing others where that exit is. This should be indicated at the start of any meeting and at the beginning of each course session.

## ASSISTING PEOPLE WITH DISABILITIES:

Emergency Wardens are employees that may provide assistance to people with disabilities — but all evacuees should still offer assistance to anyone with a disability when leaving the building, if it does not compromise personal safety. If you need additional help, telephone Security Services at local 5900 (403.440.5900 on a mobile device). Stay on the line until the dispatcher tells you to hang up.

# ! Lockdown

Lockdown of a building (or group of buildings) is used when it may be too dangerous to evacuate a building. Lockdown controls who is able to enter, exit and move through a building. It enables emergency personnel to better manage a threat. You may be notified of a lockdown through channels including (but not limited to) email, Security Services and the Mass Communication System (PA system).

## WHAT TO DO DURING A LOCKDOWN:

1. Remain in (or locate) the closest unlocked room that is not a washroom.
2. Once in a room:
  - Lock the door(s) unless you feel the threat could come from a window.
  - Barricade the door(s) with any heavy furniture or nearby objects if possible.
  - Lock the window(s) and close the blinds, curtains or shades.
  - Turn off lights and any equipment so the room will appear empty.
  - Stay out of sight and away from windows and doors.
3. Put your cell phone in quiet mode but do not turn it off. Do not make non-essential calls or send texts.
  - Use a smart phone to monitor Mount Royal's website or official social media channels for updates. Remember that media reports may be unreliable in times of confusion.
4. **If you hear the fire alarm, do not leave the room** unless:
  - You have been told by police, Security Services or Emergency Wardens to evacuate the building.
  - You can actually see and are impacted by a fire.
  - There is imminent danger to you.

## WHAT TO AVOID DURING A LOCKDOWN:

- **Do not use or hide in washrooms.** If you are in a washroom when notified of a lockdown, stand on the toilet seat and crouch to avoid being seen.
- Do not travel along long corridors unless it is absolutely unavoidable. Choose a direction that gives you quick access to a room or a hiding place.
- Do not assemble in large, open areas (such as hallways or the Library).
- **Do not call 911** unless you have immediate concern for your safety, the safety of others, or you feel you have critical information that will assist emergency personnel in the response. If you are in a group, make sure only one person calls 911.

## WHAT TO DO AFTER A LOCKDOWN:

- Cooperate with emergency personnel — do not walk toward the police. Wait for police instructions and follow their commands.
- Keep your hands above your head and don't carry anything that may be confused for a weapon.
- Do not make sudden moves that might be seen as threatening or hostile.
- Do not resist if you are handcuffed or segregated by police. They will be trying to rule out suspects. Wait for the confusion to clear.
- Police may require you to remain available for questioning following the lockdown. Emergency Wardens and/or Mount Royal staff may be present to provide additional information as you exit the building.