



ROYAL COLLEGE
OF PHYSICIANS AND SURGEONS OF CANADA
COLLÈGE ROYAL
DES MÉDECINS ET CHIRURGIENS DU CANADA

EMERGENCY RESPONSE PROCEDURES

Employee Emergency Response

- ✓ Call 911, if required
- ✓ Notify the Emergency Alert Line (613-730-0500)
- ✓ Visit crisis.royalcollege.ca for incident updates

Call 911, if required
Notify the Emergency Alert Line (613-730-0500)

Revision History

Revision No.	Date	Description of Changes*	Author	Approval
001	2003 04	Original	Morrison Hershfield Ltd	
002	2010 10	Procedure updates	CSFM	
003	2016 08	Procedure updates	CSFM	
004	2018 05	Procedure updates	CSFM	
005	2019 10 17	Procedure updates	CSFM	
006	2019 11 06	Added content for International SOS), added more diagrams to earthquake procedures	CSFM	
007	2020 01 29	Added content for exams and conferences.	CSFM	
008	2020 04 02	Revised based on feedback from exams and conferences	CSFM	
009	2021 09 07	Revised to remove Bank St, LaCite locations and add content to support a hybrid workforce (pg. 14 Home Safety Checklist)	CSFM	
010	2021 12 11	Removed locations of first aid kits and content for International SOS. Small edits to punctuation.	CSFM	
011	2022 09 20	Pg 3 - Reordered the last two steps for a medical emergency. Pg 3 and 14 - Removed reference to emergency warden training	CSFM	
012	2023 05 17	Pg 3. Critical injury – adjust wording to reflect ‘Lead’ Emergency Warden	CSFM	

*Description should include the subject(s) and page number(s)

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Please notify PSOD of any physical or emotional challenge(s) that impact your ability to follow the emergency response procedures.
PSOD@royalcollege.ca - 613-730-8177 ext 221

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MEDICAL EMERGENCY

A medical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health.

KNOW YOUR AREA! Familiarize yourself with the location of first aid kits, AEDs, and other medical supplies.

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Check the scene to ensure the environment is safe. |
| <input type="checkbox"/> | If safe to do so, stay with the person requiring treatment and apply first aid to the best of your knowledge. |
| <input type="checkbox"/> | Engage any bystander(s) to contact Emergency Wardens and guide first responders to your location. |
| <input type="checkbox"/> | Continue applying first aid until support arrives (ie. Emergency Wardens, first responders). Use the first aid kit, AED, and/or other medical supplies, if needed. |

If at a Royal College conference:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Inform the facility. Refer to venue-specific Emergency Response Plan, Appendix B. |
| <input type="checkbox"/> | Remain in contact with facility security until first responders arrive. |

Critical Injury

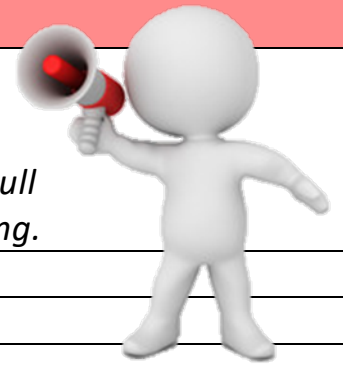
If a person is critically injured or there is a fatality at the Royal College, the Lead Emergency Warden/Emergency Coordinator will cordon off the area and contact the Ministry of Labor immediately (in conjunction with the Joint Health and Safety Committee). Contact information is posted at each coffee station and in the staff lounge.



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EVACUATION

An evacuation is a precaution in which everyone leaves the threatened area and goes to the safest and closest refuge.



KNOW YOUR BUILDING! *Be aware of all evacuation routes and pull stations, as well as the designated meeting points for your building.*

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Remain calm. |
| <input type="checkbox"/> | Close all doors on your way out. |
| <input type="checkbox"/> | Leave the area by the nearest and safest exit available. |
| <input type="checkbox"/> | If the nearest route is blocked or unsafe, use an alternate route; don't use elevators. |
| <input type="checkbox"/> | Be wary of possible dangers along your exit route; test doors for heat in case of fire. |
| <input type="checkbox"/> | Proceed to the designated meeting point . |
| <input type="checkbox"/> | Await further instructions from the Emergency Response Team. |

Evacuation During a Live Exam

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Examiners should flip over the exam documents or the exam tablet, escort candidates, standardized patients, or observers out of the room, and close the door. |
| <input type="checkbox"/> | Priority assistance may be required for those with physical or visual limitations. |
| <input type="checkbox"/> | Exam Floor Coordinators or Exam Leads will direct examiners, standardized patients, candidates, and all staff to the nearest emergency exit. |
| <input type="checkbox"/> | Exam Floor Coordinators or Exam Leads will evacuate with the candidates 'Checked Personal Belonging' box from their designated floor. Personal luggage from the cubes is not a priority during an evacuation. |
| <input type="checkbox"/> | Exam staff assisting at the evacuation site are to consider candidates and examiners under sequestered circumstances. No casual conversation or speaking is permitted. Candidates and examiners are to remain sequestered and avoid speaking with each other. |
| <input type="checkbox"/> | Time adjustments to the exam will be made for time lost during the disruption. |

If you are unable to evacuate, obtain assistance to move to stairwells and if possible, advise an Emergency Warden, or an individual exiting the building, of your situation so they may alert first responders of your location.

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LOCKDOWN

You will receive notification of a lockdown from the Emergency Response Team or your manager/ supervisor. You will not hear any type of building-wide alarm.

If a violent attacker armed with a deadly weapon is in your immediate vicinity, be ready to escape, hide, or, if your life is in imminent danger, defend yourself (even violently if necessary) until you can get away.

RUN - HIDE - DEFEND

KNOW YOUR AREA! Get acquainted with your nearest escape routes, and keep an eye out for hiding places in and around the places you frequent most.



If the threat exists inside the building...

- DO NOT** pull the fire alarm to alert others.
- LEAVE THE AREA IMMEDIATELY.**
- Warn others in the immediate area and prevent anyone from re-entering.
- If you cannot leave, find a safe place to hide.
- Barricade doors, cover windows, stay low.
- Keep calm and do nothing that will attract attention.
- Turn cell phones to **silent**.
- Do not let anyone in or out.
- Await further instructions.
- Once an all-clear has been issued, proceed to the **designated meeting point**.

If the threat exists outside the building...

- Lock exterior doors, preventing entry.
- Stay away from windows and doors.
- Continue regular daily operations within the building.

Call 911, if required

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SHELTER-IN-PLACE

Shelter-in-place requires that you take refuge by remaining inside the building you're in when the emergency occurs. If you're outside when the emergency takes place, seek shelter from the hazard by entering the nearest building.

KNOW YOUR BUILDING! Find the safest spots for shelter-in-place near the locations you frequent most.

<input type="checkbox"/>	DO NOT pull the fire alarm to alert others.
<input type="checkbox"/>	Close and lock all windows and exterior doors.
<input type="checkbox"/>	If there's danger of an explosion, close all window coverings (shades, blinds, curtains, etc.).
<input type="checkbox"/>	Turn off all fans, vents, and heating and air conditioning systems.
<input type="checkbox"/>	In the event of a weather-related hazard or a natural disaster, take refuge in a corridor or small interior room with few or no windows; basement levels are ideal.
<input type="checkbox"/>	In case of a chemical threat, an above-ground location is preferable because chemicals that are heavier than air may seep into the basement, even with the windows closed.
<input type="checkbox"/>	Try to have a working radio, phone, or internet device available so you can stay updated; hard-wired phones are preferable because they're more reliable than cell phones.
<input type="checkbox"/>	Most shelter-in-place orders last only a few hours, but you should have your personal emergency kit or medication with you just in case.
<input type="checkbox"/>	DO NOT evacuate the area until it's declared safe to do so.



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BOMB THREAT

Bomb threats are usually made by telephone. Few of these threats are real. The principal aim of a bomb threat is to disrupt operations, discredit the organization, or undermine the morale of employees. If you receive a call, please follow these guidelines:

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Listen. |
| <input type="checkbox"/> | Be calm and courteous. |
| <input type="checkbox"/> | Obtain as much information as possible. For example: <ul style="list-style-type: none"> • What time will the bomb explode? • Where is the bomb located? • Why did you place the bomb? |
| <input type="checkbox"/> | Ask caller questions on Bomb Threat Checklist. |
| <input type="checkbox"/> | Do not discuss threats with anyone other than the Emergency Response Team. |
| <input type="checkbox"/> | Do not hang up the phone. After the call, place the receiver on your desk. |

Bomb Threat Checklist

Time of Call: _____ Duration of Call: _____

Exact wording of Threat: _____

Identifying Characteristics: _____

Sex: Male Female Other: _____ **Age:** _____

Accent: English French Other: _____

Pronunciation: Good Nasal Lisp Other: _____

Manner: Emotional Calm Vulgar Other: _____













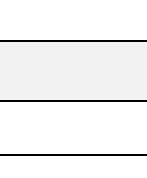
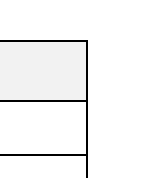

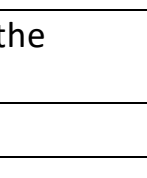


Background Noises _____

Voice was familiar (specify) _____

Caller was familiar with the area (specify) _____



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EARTHQUAKE				
<input type="checkbox"/>	Stay inside.			
<input type="checkbox"/>	DROP under heavy furniture such as a table or desk immediately.	DROP!	COVER!	HOLD ON!
<input type="checkbox"/>	COVER your head and torso to prevent being hit by falling objects.			
<input type="checkbox"/>	HOLD ON to the object that you are under, so that you remain covered until the shaking stops.	DROP!	COVER!	HOLD ON!
<input type="checkbox"/>	If you can't get under something strong, or if you are in a hallway, flatten yourself or crouch against an interior wall.			
<input type="checkbox"/>	Stay away from windows and shelves.			
<input type="checkbox"/>	If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.	LOCK!	COVER!	HOLD ON!
<input type="checkbox"/>	Await further instructions.			
<input type="checkbox"/>	If instructed to evacuate the building, watch for falling debris, or electrical wires, and proceed to the designated meeting point .	LOCK!	COVER!	HOLD ON!
<input type="checkbox"/>	Do not evacuate unless instructed to do so.			

ELEVATOR ENTRAPMENT	
<input type="checkbox"/>	Stay calm.
<input type="checkbox"/>	Find a light source if the lights are out.
<input type="checkbox"/>	Press the call button. Press the "door open" button.
<input type="checkbox"/>	If you can't call for help, try to get the attention of the people outside the elevator.
<input type="checkbox"/>	Wait it out.



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FIRE OR EXPLOSION

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Call 911. |
| <input type="checkbox"/> | Activate the fire alarm (if not already activated). |
| <input type="checkbox"/> | Upon hearing the fire alarm system follow EVACUATION procedures. |
| <input type="checkbox"/> | Before opening any door, feel for heat. |
| <input type="checkbox"/> | Close all doors behind you. |



FLOOD

- | | |
|--------------------------|---|
| <input type="checkbox"/> | If it's safe to do so, move vulnerable materials away from the water path. |
| <input type="checkbox"/> | If you're inside, shut off and unplug electrical equipment wherever possible. |
| <input type="checkbox"/> | Move to a higher elevation or leave the area. |
| <input type="checkbox"/> | If you're outside, stay away from floodwaters and move to a higher elevation. |
| <input type="checkbox"/> | Be careful, because the water may be contaminated by oil, gasoline, or raw sewage, or it could be electrically charged from an active power source. |
| <input type="checkbox"/> | Stay away from moving water; moving water as shallow as 15 cm (6 inches) deep can make you lose your footing. |
| <input type="checkbox"/> | Stay close by until the Emergency Response Team advises you to leave. |



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POWER OUTAGE

The emergency generator will provide power to life safety devices during a power outage while Management determines the next steps. In the interim;

- | | |
|--------------------------|--|
| <input type="checkbox"/> | If it is safe to do so, remain in your area. |
| <input type="checkbox"/> | Await further instructions. |
| <input type="checkbox"/> | If you are required to evacuate the premises please do so via the stairwells and nearest exit. |
| <input type="checkbox"/> | Be aware that the facility ventilation system may shut down. |

Power Outage at 774/780 Echo Dr:

If the power outage occurs outside of business hours (07h30 – 17h00), call our building management company:

- 774/780 Echo Dr - Colonnade Management (613-225-8118)

Power outage at a Royal College Conference:

The PA system will be used to advise guests and facility ERT. Support staff will be available in public areas of the facility to provide information and answer questions.



SEVERE STORM

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Stay inside and take cover if necessary. |
| <input type="checkbox"/> | Take refuge in a corridor or small interior room with few or no windows; basement levels are ideal. |
| <input type="checkbox"/> | Await further instructions. |
| <input type="checkbox"/> | SHELTER-IN-PLACE procedures may be activated. |

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SUSPICIOUS PACKAGE

<input type="checkbox"/>	DO NOT touch the package.
<input type="checkbox"/>	Leave the room.
<input type="checkbox"/>	DO NOT let others go near the package.
<input type="checkbox"/>	DO NOT use a cellphone or a radio near a suspicious package.
<input type="checkbox"/>	Wash your hands with soap and water.
<input type="checkbox"/>	Isolate yourself until you have been cleared by first responders.
<input type="checkbox"/>	Await further instruction.

To identify a suspicious package look for:

- excessive postage,
- poor handwriting or poorly typed address,
- incorrect titles,
- titles with no name,
- no return address,
- spelling mistakes,
- oily stains,
- odour,
- excessive weight,
- excessive masking tape or string,
- protruding wires or aluminum foil,
- lopsided envelope, and
- marked with restrictive endorsements.



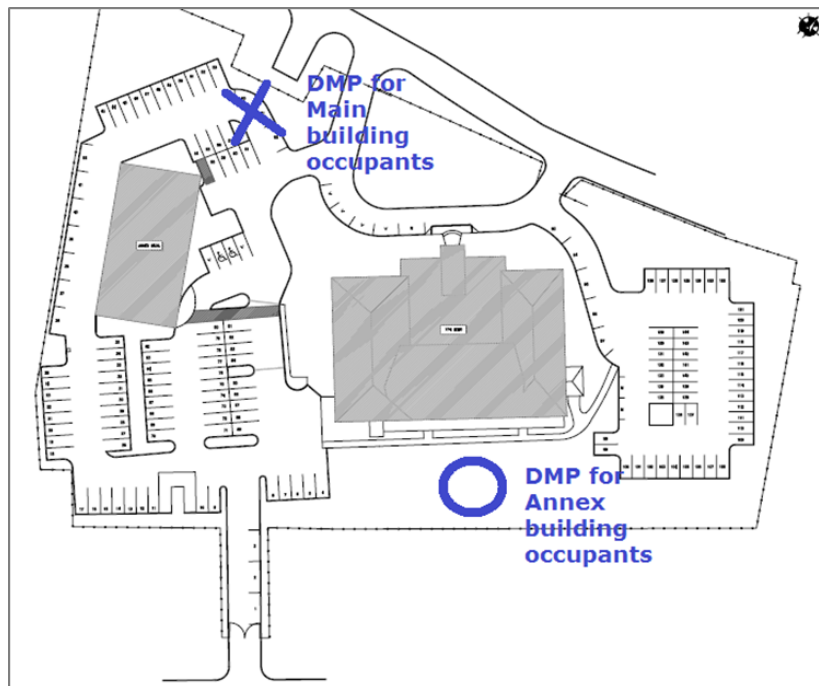
AFTER-HOUR EMERGENCY RESOURCE

Please notify the Security Guard that you are on site by adding your name to the after-hours board. They are trained to act as Emergency Wardens and can be contacted by dialing ext 201.

DESIGNATED MEETING POINTS (DMPs)

774 Echo Dr: Northeast parking lot, adjacent to Annex Building.

780 Echo Dr: Behind 774 Echo Drive.



Royal College Conferences

Designated Meeting Points will be included in the ERP Appendix B-2 to the individual conference.

HOME OFFICE SAFETY CHECKLIST

A home office should offer the same level of safety and security as the employee would receive at the regular work office. When an employee is working at home, they may be working alone. While working alone in itself is not a risk, it can present a unique situation should something unexpected happen.

- Assess the hazards of your workplace.
- Take corrective action to prevent or minimize the potential risks.

Other considerations:

Emergency Procedures	
<input type="checkbox"/>	Has an evacuation plan been established?
<input type="checkbox"/>	Are the first aid supplies adequate?
<input type="checkbox"/>	Are emergency contact numbers posted near the telephone?
<input type="checkbox"/>	Has a periodic contact schedule been established?
<input type="checkbox"/>	Does your office contact know how to reach someone near you in the event of an emergency?

Fire Safety	
<input type="checkbox"/>	Is there a smoke alarm in the office?
<input type="checkbox"/>	Is there clear access to a fire extinguisher?
<input type="checkbox"/>	Is there a carbon monoxide detector in the home, especially near areas where people sleep?
<input type="checkbox"/>	How many exits are available and where are they?
<input type="checkbox"/>	Does telework space meet the safety requirements of local building and fire codes?

Electrical Safety	
<input type="checkbox"/>	Are extension cords in good condition and positioned properly?
<input type="checkbox"/>	Are cords and cables causing a tripping hazard?
<input type="checkbox"/>	Are outlets grounded and not overloaded?
<input type="checkbox"/>	Is there surge protection for electrical equipment?
<input type="checkbox"/>	Is there sufficient ventilation for electrical equipment?

EMERGENCY RESPONSE QUICK REFERENCE

Call 911, if required Notify the Emergency Alert Line (613-730-0500)	
<i>Emergency</i>	<i>Actions</i>
Medical Emergency	<input type="checkbox"/> Familiarize yourself with the location of first aid kits, AEDs, and other medical supplies.
Evacuation	<input type="checkbox"/> Be aware of all evacuation routes and pull stations, as well as the designated meeting points for your building.
Lockdown (Act of Violence)	<input type="checkbox"/> Run! Hide! Defend! <input type="checkbox"/> Get acquainted with your nearest escape routes, and keep an eye out for hiding places in and around the places you frequent most.
Shelter in Place	<input type="checkbox"/> Find the safest spots for shelter-in-place near the locations you frequent most.
Bomb Threat	<input type="checkbox"/> Ask caller questions from the Bomb Threat Checklist.
Earthquake	<input type="checkbox"/> Drop! Cover! Hold On! <input type="checkbox"/> Do not evacuate unless instructed to do so.
Elevator Entrapment	<input type="checkbox"/> Press the call button. <input type="checkbox"/> Stay calm and wait it out.
Fire or Explosion	<input type="checkbox"/> Activate the fire alarm (if not already activated). <input type="checkbox"/> Follow evacuation procedures. <input type="checkbox"/> Close all doors behind you.
Flood	<input type="checkbox"/> Move to higher elevation <input type="checkbox"/> Stay close by until Emergency Wardens advise you to leave.
Power Outage	<input type="checkbox"/> If it is safe to do so, remain in your area. <input type="checkbox"/> Await further instructions.
Severe Storm	<input type="checkbox"/> Stay inside and take cover if necessary. <input type="checkbox"/> Shelter in Place procedures may be activated.
Suspicious Package	<input type="checkbox"/> DO NOT touch the package <input type="checkbox"/> Isolate yourself until you have been cleared by first responders.