### Emergency Procedures for Online Situations

- If you are experiencing an emergency situation personally, please follow standard emergency procedures.
  - If on campus, contact Campus Safety Services at 613-520-4444
  - If off campus, contact your local emergency service(s)
- A participant is defined as the affected individual, whether they are a student, faculty, staff, or member of the public

### Emergency Procedures

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| **MEDICAL EMERGENCY**          | Determine if participant is having a medical emergency. | If conscious:  
  - Encourage the participant to seek medical assistance. If required, advise them to contact their local emergency service for assistance  
  If unconscious:  
  - Contact Campus Safety Services at 613-520-4444  
  - Provide participant name and location of incident (if known)  
  - What you observed and what you are currently observing  
  - Ask other attendees to disconnect  
  - If someone is observed near the participant, provide details to them, if possible | Continue to be present until situation is resolved | Provide resources  
  Seek counselling  
  Report situation to CUWorksafe |
| **MENTAL HEALTH**              | Determine if participant is in distress or crisis. | Ask other attendees to disconnect from the session                           | Continue to be present until situation is resolved | Provide resources  
  Seek counselling  
  Report situation to CUWorksafe |
| **FIRE**                       | Determine if participant is aware of the fire. | Ask the participant to evacuate the area, if possible, or stay in-place  
  - Remind the participant to contact their local emergency service for fire response  
  - Contact Campus Safety Services at 613-520-4444 if participant is on-campus | Follow up with the participant | Provide resources  
  Seek counselling  
  Report situation to CUWorksafe |
| **SUSPICIOUS BEHAVIOUR OR VIOLENT ATTACK** | Determine if participant is in danger. | Record the session if possible  
  - Encourage the participant to seek assistance and contact local emergency services  
  - Contact Campus Safety Services at 613-520-4444  
  - Provide participant(s) names and location of incident (if known)  
  - What you are observing  
  - Ask other attendees to disconnect  
  - Request one or two additional individuals to monitor the situation while emergency services are contacted | Follow up with the participant | Provide resources  
  Seek counselling  
  Report situation to CUWorksafe |
| **SEVERE WEATHER**             | Determine if participant is in danger. | Recommend any participant under a severe weather warning, such as a tornado, disconnect from session and get to safety, moving to an interior room away from windows. | Follow up with the participant | Provide resources |
| **EARTHQUAKE**                 | Determine if participant is in danger. | Advise the participant to DROP, COVER, and HOLD ON while shaking is occurring | Follow up with the participant | Provide resources |
| **CYBER MALWARE**              | Determine if session has been compromised. | Disconnect the session  
  - Advise all attendees not to open attachments or links  
  - Do not enter or display any personal information if you believe system compromised  
  - Record the session  
  - Provide participant(s) name and location of incident (if known)  
  - What you observed and what you are currently observing  
  - Ask other attendees to disconnect  
  - If someone is observed near the participant, provide details to them, if possible | Monitor accounts and information | Report situation to ITS |

Additional emergency procedures can be found at [www.carleton.ca/emergency](http://www.carleton.ca/emergency) or through the Carleton Mobile App.