

Emergency Procedures for Online Situations



Canada's Capital University

- 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	Assess	Respond	Monitor	Recovery
MEDICAL EMERGENCY	Determine if participant is having a medical emergency Example: Slurred speech, physical complaint, severe bleeding, loss of consciousness	If conscious: <ul style="list-style-type: none"> • Encourage the participant to seek medical assistance. If required, advise them to contact their local emergency service for assistance If unconscious: <ul style="list-style-type: none"> • Contact Campus Safety Services at 613-520-4444 <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Continue to be present until situation is resolved 	<ul style="list-style-type: none"> • Provide resources • Seek counselling • Report situation to CUWorksafe
MENTAL HEALTH	Determine if participant is in distress or crisis Example: Suicidal/homicidal ideation, threat of self-harm	<ul style="list-style-type: none"> • Ask other attendees to disconnect from the session If immediate concern: <ul style="list-style-type: none"> • Inform the participant of the concern and support them in seeking assistance • Contact Campus Safety Services at 613-520-4444 <ul style="list-style-type: none"> • Provide participant name and location of incident (if known) • What you observed and what you are currently observing 	<ul style="list-style-type: none"> • Continue to be present until situation is resolved 	<ul style="list-style-type: none"> • Provide resources • Seek counselling • Report situation to CUWorksafe
FIRE	Determine if participant is aware of the fire Example: Smoke or flame in the background	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Follow up with the participant 	<ul style="list-style-type: none"> • Provide resources • Seek counselling • Report situation to CUWorksafe
SUSPICIOUS BEHAVIOUR OR VIOLENT ATTACK	Determine if participant is in danger Example: Audible screams, visual unwanted behaviour	<ul style="list-style-type: none"> • Record the session if possible • Encourage the participant to seek assistance and contact local emergency services • Contact Campus Safety Services at 613-520-4444 <ul style="list-style-type: none"> • Provide participant(s) names and location of incident (if known) • What you are observing • Ask other attendees to disconnect <ul style="list-style-type: none"> • Request one or two additional individuals to monitor the situation while emergency services are contacted 	<ul style="list-style-type: none"> • Follow up with the participant 	<ul style="list-style-type: none"> • Provide resources • Seek counselling • Report situation to CUWorksafe
SEVERE WEATHER	Determine if participant is in danger	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Follow up with the participant 	<ul style="list-style-type: none"> • Provide resources
EARTHQUAKE	Determine if participant is in danger Example: Visible shaking of structure, falling debris	<ul style="list-style-type: none"> • Advise the participant to DROP, COVER, and HOLD ON while shaking is occurring 	<ul style="list-style-type: none"> • Follow up with the participant 	<ul style="list-style-type: none"> • Provide resources
CYBER MALWARE	Determine if session has been compromised	<ul style="list-style-type: none"> • Disconnect the session • Advise all attendees to not open attachments or links • Do not enter or display any personal information if you believe system compromised 	<ul style="list-style-type: none"> • Monitor accounts and information 	<ul style="list-style-type: none"> • Report situation to ITS

Employee & Family Assistance Program (Family Services à la famille Ottawa)
Telephone: (613) 725-5676 | After Hours Emergencies: 1-844-720-1212

Distress Centre of Ottawa (24/7 Support)
Telephone: (613) 238-3311

Health and Counselling Services Monday to Friday 8:30 a.m. to 4:30 p.m.
2600 Carleton Technology and Training Centre | Telephone: (613) 520-6674

Additional emergency procedures can be found at www.carleton.ca/emergency or through the Carleton Mobile App.