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

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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 | If immediate concern:  
  • Inform the participant of the concern and support them in seeking assistance  
  • 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 | 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 | Monitor accounts and information | Report situation to ITS |

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