

*Carleton University*  
*Emergency Management and Continuity of*  
*Operations (EMCO) Program*

Risk Action Plan



Sponsoring Department: Campus Safety Services

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Primary POC: Sal Ugarte, Emergency Management Officer, 613-520-2600, ext. 8535,  
Sal.ugarte@carleton.ca

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## Risk Action Plan – Evacuation

To remove individuals from an endangered area in the event of an emergency that warrants evacuation.

### IMMEDIATE ACTION



### EVACUATE

### PREPARE NOW

SEE SOMETHING, SAY SOMETHING. Let an authority know right away. Call Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton landline.

KNOW THE SAFE DESTINATION SITE (INSIDE ANOTHER BUILDING OR OUTSIDE LOCATION). Identify your building evacuation safe destination site.

KNOW THE EXITS. Take time to identify the exits. For persons with disabilities, identify primary and alternate routes and exits that are both safe and accessible. Check to see if the building you are in is connected to any other nearby buildings, as these can also provide alternate means to evacuate to ground level should you be located on a building connection level.

PLAN YOUR EXIT. Plan how you will evacuate and anticipate where you may go. In addition to identified safe destination sites, identify alternate locations that are safe and accessible should you need to evacuate from your primary location. It is important to remember in the case of some emergencies, like a fire, elevators are not operational. If you rely on elevators, develop a back-up plan and register for [Persons Requesting Assistance Self-Identification](#).

HAVE A SYSTEM. Have a “buddy” system with a friend or colleague. A buddy may be able to help or contact emergency personnel should you require additional evacuation assistance. Plan in advance with your buddy and those around you so they know what you would need during an emergency and how they can help you.

ALERT OTHERS AS YOU LEAVE. Make everyone aware of the situation as you depart.

**SURVIVE DURING**

**EXIT.** Immediately exit the building using the nearest safe exit and go to your building's Safe Destination Site if it is safe to do so.

**CHECK IN.** Let leadership know that you are safe.

**BE SAFE AFTER**

HELP FIRST RESPONDERS. Provide information if you saw something critical. Remain calm and follow instructions.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Seek Shelter

To seek safety within the building that one already occupies. If you are outside when the emergency takes place, seek shelter from the hazard by sheltering in the nearest building. If you cannot evacuate a building for whatever reason, seek shelter in a nearby room.

### IMMEDIATE ACTION



### SEEK SHELTER

### PREPARE NOW

SEE SOMETHING, SAY SOMETHING. Let an authority know right away. Call Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton landline.

KNOW THE SAFE AREAS TO SEEK SHELTER. Identify rooms that can close and lock, have walls from ceiling to floor.

ALERT OTHERS. Make everyone aware of the situation when seeking shelter.

### SURVIVE DURING

**REACT.** Immediately find a safe room.

**SECURE.** Ensure that you close and lock the room.

**DECIDE.** Make a decision to determine what the best course of action is for the situation.

**HELP FIRST RESPONDERS.** If near a window, hang brightly coloured objects from the window.

**CONTACT CAMPUS SAFETY SERVICES.** Contact Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from any university phone and identify your location and any risks that you notice.

**BE SAFE AFTER**

HELP FIRST RESPONDERS. Provide information if you saw something critical. Remain calm and follow instructions.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Persons with Disabilities

The Emergency Management Office, in collaboration with the [Paul Menton Centre](#) (PMC), [Carleton Disability Awareness Centre](#) (CDAC) and [Attendant Services](#), has implemented a risk action plan that considers the needs of Carleton's community with disabilities. Being prepared for an emergency provides peace of mind during what can often be a very distressing situation. One of the key steps in being prepared is having a plan. In addition to basic emergency information, your personal emergency plan should include health/medical information, individual accommodations/considerations, and the locations of any specialized assistance/equipment/resources that you may need in the case of an emergency. To build upon your personal emergency plan, also take the time to have a discussion(s) with friends and colleagues about how they may be able to help you during an emergency. An emergency plan template can be found [here](#).

### HELPING YOURSELF

For those living with mobility, sensory, and/or other non-visible disabilities, emergency preparedness should involve incorporating special accommodations into their emergency response plan. To best prepare for an emergency according to one's (unique or individual) needs, planning considerations that are different than otherwise recommended may be necessary. Persons with disabilities and either their instructor (for students) or their supervisor (for employees) should work together to develop plans and systems to make sure necessary preparations are made so appropriate action can be taken without confusion in the case of an emergency.

**MANY RECOMMENDATIONS ARE UNIFORM.** In many cases, emergency procedures can be followed without the need for special accommodation. Examples include cyber attacks, infectious disease, suspicious packages and behaviour are all generally situations in which no special planning is required unless deemed so on an individual basis.

**INFORM THOSE NECESSARY.** Any person who requires assistance during an emergency has the responsibility to make their needs known – for employees, to their supervisor; and for students, to the instructor in each of their classes. Examples of disabilities which may require assistance during an emergency are:

- Sensory disabilities – blind, low vision, deaf, hard-of-hearing
- Mobility disabilities (those who use walkers, crutches, motorized scooters, wheelchairs, canes, or other mobility aids either on a permanent or temporary basis)
- Mental health disabilities
- Autism Spectrum Disorder (ASD)
- Other medical conditions that pose access and functional needs

**KNOW YOURSELF AND YOUR DISABILITY, WORK WITH OTHERS** when planning your emergency plan. Let those who are part of your emergency plan know specifically what assistance you will need in an emergency. Include communication difficulties, physical considerations, equipment instructions, medication procedures, if necessary, and any requirements for notifying you of an emergency situation if current methods are ineffective for you.

**PERSONS REQUESTING ASSISTANCE REGISTRATION.** If you wish to self-identify as a person with a mobility disability, which may prevent or impede safe evacuation, register for [Persons Requesting Assistance Self-Identification](#). The Carleton University Fire Protection Co-ordinator will meet with you to ensure your familiarity with “Stay-in-Place” procedures.

## HELPING OTHERS

Respecting that the person with the disability may be the best authority on how to be assisted is perhaps the most important component of helping them. It is then imperative, if you do offer assistance, to let the person explain what help is needed and how to go about helping them. During a fire alarm, if it is safe to assist individuals with disabilities to leave the building, please do so. Do not though attempt to carry anyone from a building during a fire alarm. If someone needs to be carried out of a building, please contact Campus Safety Services at 613-520-4444, ext. 4444 from a university phone, or through the [Carleton Mobile App](#). Remember that service animals are an integral part of well-being for those who use them. Foremost, let them tell you how and if to help with the animal and be aware that a service animal’s sense of direction may become confused during an emergency. When you have gotten to safety, re-evaluate the situation, do not abandon the person after exiting a building, go together to a designated safe place.

### Assisting Persons Who Use Wheelchairs

**NOTE: Carrying a person is not advisable except in the most extreme life and death circumstances. In the case of an emergency, please contact [Campus Safety Services](#) at 613-520-4444, ext. 4444 from a university phone, or through the [Carleton Mobile App](#) for assistance. They will coordinate rescue assistance.**

- If the person is unable to speak clearly, look for a sign on the chair with printed instructions.
- Prior to moving the person, check for life-support equipment.
- Be aware that wheelchairs have parts not designed to handle the stress of lifting.

Don’t carry a person up or down stairs if you and/or others cannot safely do so. Instead position the person in the safest place possible according to the emergency plan (often the top of a stairwell works well, off to the side so as to not interfere with the evacuation of others). Alert Campus Safety Services (at 613-520-4444, ext. 4444 from a university phone, or through the [Carleton Mobile App](#)) and advise them of the person’s location and request assistance.



### **Assisting Persons with Mobility Limitations – Non-Wheelchair Users**

- Do not interfere with a person's movement.
- Clear displaced and fallen obstacles from egress routes.
- If the stairs are crowded, you may act as a buffer for the person.

### **Assisting Persons with Limited Communication**

- During an evacuation, give clear instructions.
- Maintain eye contact with the individual to ensure all directions are heard and understood.

### **Assisting Deaf or Hard of Hearing Persons**

- Get the attention of the person before speaking and look at them when speaking.
- Speak using short sentences and use hand gestures if that helps.
- Use written notes to indicate emergency and instructions, for example, "Fire! Go out the rear door now!"
- Check to be sure you are understood.
- Be aware that the person may not be able to hear oral commands issued by authorities.

### **Assisting Persons Who are Blind or have Low Vision**

- During an emergency, announce your presence when entering the person's area.
- Offer your elbow; do not grab their arm or hand.
- Communicate through the evacuation by describing in advance physical barriers or actions to be taken such as, "Take two steps down."

### **Assisting Persons with Mental Health Disabilities and Autism Spectrum Disorder (ASD)**

- Understand that the person may have difficulties in concentrating, handling stress, and initiating personal contact.
- Help reduce stress during an emergency by offering to escort the person through the evacuation.
- Giving clear and simple instructions.

### **Assisting Persons Who have a Developmental Disability**

- Be aware that they may be unable to understand the emergency and could become disoriented or confused about the proper way to react.
- During an evacuation, give instructions slowly and clearly.

### **Assisting Persons with Medical Conditions**

Medical conditions include, for example, pregnancy, respiratory or cardiac problems.

- Offer assistance walking down stairs.
- Find ways to reduce stress, exertion, and exposure to dust or smoke.
- Allow rest periods during evacuation if possible.

### **Assisting Owners of Service Animals**

- Do not pet or offer food or water without the permission of the owner.
- Plan for the service animal to be evacuated with the owner.

In the event that you are asked to handle the service animal while assisting the individual, hold the leash and not the harness if present.

## Risk Action Plan – Active Attacker

An Active Attacker is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active attackers use firearms, knives, or lethal weapons and there is no pattern or method to their selection of victims.

### IMMEDIATE ACTION



**RUN (ESCAPE).** If there is an accessible escape path, try to evacuate the area.

**HIDE.** If evacuation is not possible, find a place to hide where the attacker is less likely to find you.

**DEFEND.** As a last resort, and only when your life is in danger, attempt to disrupt and/or incapacitate the active attacker.

### PREPARE NOW

SEE SOMETHING, SAY SOMETHING. Let an authority know right away. Call Campus Safety Services at [613-520-4444](tel:613-520-4444) or ext. 4444 from a Carleton landline.

BEFORE YOU RUN (ESCAPE), KNOW YOUR EXITS. Take time to identify the exits. For persons with disabilities, identify multiple routes and exits that are both safe and accessible. Check to see if the building you are in is connected to any other nearby buildings, as these can also provide alternate means to evacuate to the ground level should you be located on a building connection level.

HAVE A SYSTEM. Establish a “buddy system” with colleagues or friends. “Buddies” should be educated on any physical, psychological, and communication assistance that may be needed to increase your safety and theirs during an active attacker incident.

CONSIDER PLACES TO HIDE. In rooms without windows, behind solid doors with locks, under desks, or behind heavy furniture such as large filing cabinets can make good hiding places. Coordinate and plan with others including your “buddy” ahead of time about the type of assistance they can provide that may help you with concealment.

LEARN FIRST AID SKILLS SO YOU CAN HELP OTHERS. Be proactive and take courses to help with first aid skills.

## **SURVIVE DURING**

**RUN (ESCAPE).** Getting away from the attacker(s) is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Call Campus Safety Services at [613-520-4444](tel:613-520-4444) when you are safe. Describe each attacker, their locations, and weapons.

\* If running in the tunnel system **DO NOT** run in a straight line, instead run diagonally until you are no longer in the line of sight.

**HIDE.** If you cannot get away safely, find a place to hide. Get out of the attacker's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Do not hide in groups — spread out along walls or hide separately to make it more difficult for the attacker. Try to communicate with Campus Safety Services silently — such as through text message or by putting a sign in an exterior window. Stay in place until law enforcement gives you notice that all immediate danger is clear.

**DEFEND.** Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the attacker. Ambushing the attacker together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the attacker.

## **BE SAFE AFTER**

HELP LAW ENFORCEMENT. Keep hands visible and empty once you have determined law enforcement are at the scene. Follow law enforcement's instructions and evacuate in the direction they tell you to.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Cyberattack

A cyberattack is a malicious attempt to access or damage a computer system. Cyberattacks can lead to loss of money, theft of personal information, and damage to your reputation and safety. Cybersecurity involves preventing, detecting, and responding to cyberattacks that can have wide-ranging effects on the individual, organizations, the community, and at the national level.

### IMMEDIATE ACTION

**CYBERATTACK**



- Do not open attachments or click on links in emails.
- If you received an email that looks suspicious, delete it.
- Report suspicious activity of Carleton accounts to the Carleton University Information Security Team through the ITS Service Desk at 613-520-3700 or [its.service.desk@carleton.ca](mailto:its.service.desk@carleton.ca)
- Report suspicious activity of external accounts (such as bank accounts) to the appropriate organization responsible for that service.

Do not open attachments or click on links in emails.

If you've received an email that looks suspicious, delete it.

Report suspicious activity of your Carleton accounts to the Carleton University Information Security Team through the ITS Service Desk at [613-520-3700](tel:613-520-3700) or [its.service.desk@carleton.ca](mailto:its.service.desk@carleton.ca).

Report suspicious activity of your external accounts (such as bank accounts) to the appropriate organization responsible for that service.

### PREPARE NOW

**CURRENT.** Keep software and operating systems up-to-date.

**BE AWARE.** Watch for suspicious activity, use strong passwords and two-factor authentication and create backup files. Guard your devices. Never leave your laptop or mobile device unattended in a public place and lock your devices when they are not in use.

### SURVIVE DURING

**LIMIT THE DAMAGE.** Do not open attachments or click links in emails. If it looks suspicious, it is best to delete it.

**REPORT.** Report suspicious activity and any unusual problems with your computer or device to the Information Security Team through the ITS Service Desk at [613-520-3700](tel:613-520-3700) or [its.service.desk@carleton.ca](mailto:its.service.desk@carleton.ca).

**BE SAFE AFTER**


CONTINUE TO MONITOR. Monitor the information and be vigilant of the email and internet traffic.

## Risk Action Plan – Earthquake

An earthquake is the sudden, rapid shaking of the earth, caused by the breaking and shifting of underground rock. Earthquakes can cause buildings to collapse and cause heavy items to fall, resulting in injuries and property damage. Earthquakes can happen anywhere, without warning, cause fires and damage roads; and cause landslides.

### IMMEDIATE ACTION

## EARTHQUAKE



- **DROP** to your hands and knees.
- **COVER** your head and neck with your arms.
- **HOLD ON** to any sturdy furniture.

**DROP** to your hands and knees.

**COVER** your head and neck with your arms.

**HOLD ON** to any sturdy furniture.

### PREPARE NOW

SECURE ITEMS. Televisions and objects that hang on walls. Store heavy and breakable objects on low shelves.

PRACTICE DROP, COVER, AND HOLD ON. Drop to your hands and knees. Cover your head and neck with your arms. Crawl only as far as needed to reach cover from falling materials. Hold on to any sturdy furniture until the shaking stops.

CREATE A PLAN. A family emergency communications plan that has an out-of-area contact. Plan where to meet if you get separated.

HAVE A READY KIT. Make a supply kit that includes food and water, a flashlight, and a whistle. Consider each person's specific needs, including medication. Do not forget the needs of pets, if applicable. Have extra batteries and charging devices for phones and other critical equipment.

## **SURVIVE DURING**

**DROP, COVER, and HOLD ON.** Drop to your hands and knees. Cover your head and neck with your arms. Hold on to any sturdy furniture until the shaking stops. Crawl only if you can reach better cover without going through an area with more debris

If in bed. Stay there and cover your head and neck with a pillow.

If inside a building. Stay there until the shaking stops. **DO NOT** run outside.

If in a vehicle. Stop in a clear area that is away from buildings, trees, overpasses, underpasses, or utility wires.

If you are in a high-rise building. Expect fire alarms and sprinklers to go off. Do not use elevators.

If near the canal or river. Move away from the edge of the water source and be alert of landslides.

If you are in the university tunnels system. Stop, drop, cover near the wall.

## **BE SAFE AFTER**

EXPECT AFTERSHOCKS.

CHECK YOURSELF FOR INJURY. Provide assistance to others if you have training.

IF IN A DAMAGED BUILDING OR IN THE TUNNELS SYSTEM. Go outside and quickly move away from the building.

DO NOT ENTER DAMAGED BUILDINGS OR TUNNEL SYSTEM.

IF YOU ARE TRAPPED. Cover your mouth. Send a text, bang on a pipe or wall, or use a whistle instead of shouting so that rescuers can locate you.

SAVE PHONE CALLS FOR EMERGENCIES. Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.



## Risk Action Plan – Extreme Weather

Extreme weather includes blizzards, ice storms, extreme temperatures, and storms (lightning, wind). Extreme weather can be unexpected and unpredictable, so it is important to stay updated and informed on local weather forecasts, watches, and warnings. This type of weather can also cause additional hazards such as downed power lines, property damage, and make commonly travelled paths/roads inaccessible.

### IMMEDIATE ACTION

## EXTREME WEATHER



- Seek shelter immediately
- Move to lowest level in building
- Move to interior area of building (hallways/rooms)
- Stay away from windows, skylights and glass



Seek shelter immediately.

Move to lowest level in building.

Move to interior area of building (hallways/rooms).

Stay away from windows, skylights and glass.

### PREPARE NOW

**STAY INFORMED.** Stay up-to-date on local forecasts, weather watches, and warnings.

**GET THE APP, GET THE INFO.** Download the [Carleton Mobile App](#) and enable notifications. This will allow any emergency notification system messages to be sent right to your phone. Download the Environment Canada [WeatherCAN App](#) to receive notifications about local weather statements, watches, and warnings.

**IDENTIFY SAFE SHELTER.** Small, interior, windowless room on the lowest level of a building are identified as providing the best protection.

**HAVE A READY TO GO BAG.** Prepare for changing weather by having a ready-to-go bag packed and your 72-hour emergency kit up-to-date. Make sure your bag is updated with additional clothing, food and water, glow sticks, flashlight and batteries, kitty litter, shovel, and cash.

## **SURVIVE DURING**

**BE AWARE.** Keep an eye out for any additional hazards, such as downed power lines or flooding on roads.

**IF UNSAFE TO DRIVE.** Consider public transit or make alternate arrangements for that day. Reach out to supervisors or professors to see what accommodations for work or school may be available.

**GET INSIDE, STAY INSIDE.** Locate a safe location to shelter. Do not evacuate unless instructed to do so.

**IF YOU ARE TRAPPED.** If you are trapped in a building or in a vehicle, try to call or send a text to Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton landline. Bang on a pipe or wall, or create noise by any means possible to alert those nearby.

**REPORT ISSUES.** Report any safety issues to Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton landline. You may also report any mechanical or maintenance related issues to the FMP Service Desk at [613-520-3668](tel:613-520-3668).

## **BE SAFE AFTER**

REMAIN PATIENT. Do not leave the safety of a shelter until authorities announce it is safe to do so.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Fire

A fire can be caused by a number of hazards including cooking, electrical shortages/malfunctions, placing combustible items too close to heat sources, failure to properly maintain/clean fuel-rich areas (such as laundry vents), mischief, and arson.

### IMMEDIATE ACTION



DO NOT use elevators.

Leave the area, pull the fire alarm and close the door.

Evacuate the area and proceed to a safe destination site.

### PREPARE NOW

**KNOW YOUR EXITS.** Be familiar with emergency exits, evacuation routes, and safe destination sites for any rooms and buildings that you are attending.

**PERSONS REQUESTING ASSISTANCE REGISTRATION.** If you wish to self-identify as a person with mobility issues or other disabilities, which may prevent or impede safe evacuation, register for [Persons Requesting Assistance Self-Identification](#). The Carleton University Fire Protection Co-ordinator will meet with you to ensure your familiarity with “Stay-in-Place” procedures.

### SURVIVE DURING

**ACTIVATE FIRE RESPONSE.** If you see smoke or fire, locate the nearest fire pull station while you leave the building/area – activating the building’s fire alarm system.

**EVACUATE.** As you activate fire response or if you hear the fire alarm sounding, leave the building immediately through the closest emergency exit/route. As you are evacuating do not open any closed door without checking for heat first. Close any open doors behind you. DO

NOT use elevators. Proceed to your building's safe destination site. If you are unable to evacuate for any reason, follow seek shelter procedures and notify Campus Safety Services.

**NOTIFY CAMPUS SAFETY SERVICES.** Notify Campus Safety Services at [613-520-4444](tel:613-520-4444) or dial 4444 from any university phone, notifying them of the fire or smoke, providing any relevant information such as what you have observed or potential cause of fire/smoke. NOTE: If you discharge a fire extinguisher, you must also contact Campus Safety Services, as the extinguisher will need to be replaced.

### **BE SAFE AFTER**

REMAIN PATIENT. Do not attempt to re-enter the building – emergency personnel will determine when it is safe to enter. Follow instructions from emergency personnel and await the “all clear” signal.


SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Flooding


Flooding is an overflowing of a large amount of water beyond its normal confines. This may be caused by an internal system failure (pipe or water main burst), sudden heavy rainfall, or seasonal weather changes.

### IMMEDIATE ACTION

**FLOODING**



- EVACUATE and remain away from any flooded areas.
- Report any sign of flooding to Facilities Management and Planning (FMP) at 613-520-3668.
- For imminent danger or life-threatening conditions, contact Campus Safety Services at 613-520-3612 or 4444 from any university phone.
- DO NOT use the tunnels.



EVACUATE and remain away from any flooded areas.

Report any sign of flooding to Facilities Management and Planning (FMP) at [613-520-3668](tel:613-520-3668).

For imminent danger or life-threatening conditions, contact Campus Safety Services at [613-520-4444](tel:613-520-4444) or 4444 from any university phone.

DO NOT use the tunnels.

### PREPARE NOW

**GET THE APP, GET THE INFO.** Download the [Carleton Mobile App](#) and enable notifications. This will allow any emergency notification system messages to be sent right to your phone.

**KNOW YOUR EXITS.** Be familiar with emergency exits, evacuation routes, and safe destination sites.

### SURVIVE DURING

**NOTIFY AUTHORITIES.** If you notice any sign of flooding, report it as soon as possible to Facilities Management and Planning (FMP) at [613-520-3668](tel:613-520-3668). If there is imminent danger or life-threatening conditions, immediately contact Campus Safety Services at [613-520-4444](tel:613-520-4444) or 4444 from any university phone.

**IF INDOORS.** Avoid the area(s) identified by Carleton University or local authorities as the affected areas. If water has breached the building, stay out of the water. Electricity could still be on and the water could carry a current. Do not use the tunnels.

**IF OUTDOORS.** Avoid drains, ditches, ravines, and culverts. Move to higher ground (by foot).

**IF IN A VEHICLE.** Do not attempt to drive through a flood in a vehicle – cars will float in as little as one foot of water. If your vehicle stalls or is surrounded by still or slow-moving water, abandon it and move to higher ground on foot.

**IF YOU ARE TRAPPED.** If you are trapped in a building or in a vehicle, try to call or send a text to Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton landline. Campus Safety Services will co-ordinate a response to assist you.

**REMAIN ALERT.** Remain alert for instructions from Campus Safety Services and use the [Carleton Mobile App](#) to stay up-to-date.

### **BE SAFE AFTER**

REMAIN PATIENT. Do not attend the affected areas until the area has been deemed safe to return to by Carleton officials or emergency personnel.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Hazardous Materials

Hazardous materials include chemicals and other agents that have toxic effects on people, animals, and/or plants. This may include poisonous vapours, aerosols, liquids, or solids; can occur in various forms such as spills or leaks; and can potentially be lethal depending on the concentration and hazardous material that is involved.

### IMMEDIATE ACTION

## GAS LEAK



- **DO NOT** turn lights on or off
- **DO NOT** use cellphones or radios
- **DO NOT** activate fire alarm
- **Evacuate the area and proceed to a safe destination site**

Once safe, call  
**Campus Safety Services**  
at ext. 4444 or 613-520-4444



### GAS LEAK


DO NOT turn lights on or off.

DO NOT use cellphones or radios.

DO NOT activate fire alarm.

EVACUATE the area and proceed to a safe destination site. Once safe, call Campus Safety Services at extension 4444 or [613-520-4444](tel:613-520-4444).

## SPILL



### SMALL SPILLS

If trained, attempt to contain the spill

Neutralize if possible, collect and clean

Contact your supervisor and/or EHS to complete a report


### LARGE SPILLS

Evacuate the area

Once safe, call Campus Safety Services at ext 4444 or 613-520-4444

Provide detailed information on spill

Be available to assist the response with information



## **SPILL**

### **SMALL SPILLS**

If trained, attempt to contain the spill.

Neutralize if possible, collect and clean.

Contact your supervisor and/or **EHS** to complete a report.

### **LARGE SPILLS**

Evacuate the area.

Once safe, call Campus Safety Services at extension 4444 or [613-520-4444](tel:613-520-4444).

Provide detailed information on spill.

Be available to assist the response with information.

### **PREPARE NOW**

**SEE SOMETHING, SAY SOMETHING.** Let an authority know right away. Call Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton landline.

**EMERGENCY CHEMICAL EMERGENCY KIT.** Building an Emergency Supply Kit that includes duct tape, scissors and plastic to cover doors, windows and vents.

**CONSIDER EVACUATION VIA A SAFE ROUTE VS SEEKING SHELTER.** Be aware of the situation and decide the best course of action.

### **SURVIVE DURING**

**AVOID.** Identify the impacted area or where the chemical is coming from, if possible. Call Campus Safety Services [613-520-4444](tel:613-520-4444) when you are safe. Describe what you observed.

**EVACUATE OR SEEK SHELTER.** If evacuating do not pass through the contaminated area, move in a direction upwind of the source, if possible. If you cannot get out of the building, move far away as possible from the contaminated area and seek shelter.

- If you are instructed to remain in the building. Close doors and windows and turn off all ventilation systems if possible.
- Seek shelter and seal the room with your Emergency Chemical Emergency Kit.
- Stand-by for further instructions.

\* Carleton University will use the [Emergency Notification System](#) to address the emergency and relay additional instructions.



**BE SAFE AFTER**

REMAIN PATIENT. Do not leave the safety of a shelter until authorities announce it is safe to do so.


SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Infectious Disease

Pathogenic microorganisms, such as parasites, viruses, bacteria, or fungi, cause infectious diseases. An infectious disease can be spread directly (person to person) or indirectly (from person to environment to another person).

### IMMEDIATE ACTION

**INFECTIOUS DISEASE**



- **Notify your physician or health care provider by phone**
- **Follow their instructions**
- **If current condition is life-threatening, contact Campus Safety Services at 613-520-4444 or ext. 4444 from a Carleton landline, if on campus, or dial 911, if off campus. Notify the dispatcher of the diagnosis and current symptoms.**

Notify your physician or health care provider by phone

Follow their instructions

If current condition is life-threatening, contact Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from a Carleton Landline if on-campus or, if off-campus, dial 911. Notify the dispatcher of the diagnosis and symptoms being experienced.

### PREPARE NOW

**KNOW THE RISKS.** Stay informed on trends, reported cases, and investigations through [Ottawa Public Health](#) and the [Public Health Agency of Canada](#).

**PERSONAL HYGIENE.** Ensure you wash your hands properly. Cover your mouth with your sleeve if you need to cough or sneeze. Do not share items with others, especially personal items. Practice handling food safely.

**GET VACCINATED.** Consult with your physician or health care provider to ensure you are up-to-date with all mandatory and recommended vaccinations.

**TRAVEL SAFE.** Ensure you take all precautions when travelling abroad. Speak with your doctor about your travel plans and inquire if any immunizations are required or recommended. Carleton University is also partnered with [International SOS](#) which provides travellers with pre-trip information / advisories, call-in assistance for routine advice (including medical, emotional support), and special advisories that may affect travel.

**BE PREPARED TO SELF-SUSTAIN.** If there is an outbreak, hospitals may ask or recommend that those that are infected remain at home to control the outbreak. It will be important that you have appropriate items and necessities on hand in the case you need to stay home for a few days.

### **SURVIVE DURING**

**FOLLOW DIRECTIONS.** If you believe you may be infected, contact your doctor or health care provider immediately before attending their clinic. They will advise you of appropriate procedures and protocols to follow. Follow the directions of health care providers and public health authorities.

**DO NOT FREQUENT PUBLIC SPACES.** If you are infected, do not frequent public spaces as this can cause further spread of the disease. If you are not infected but there is an outbreak in the area, it is best to limit outings in public spaces.

**STAY INFORMED.** Continue to monitor postings and notices from your local public health or national public health agencies.

### **BE SAFE AFTER**

**REMAIN PATIENT.** A public health emergency like an infectious disease outbreak may take a while to be contained or deemed under control. Continue to monitor all updates from public health authorities and any directions from Carleton University officials.

**SEEK HELP TO COPE WITH TRAUMA.** Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Medical Emergency

A medical emergency can be as a result of an acute injury or illness; it may pose a risk to long-term health or to one's life if immediate medical attention is not received. The response will depend on the situation and you may not necessarily be able to deal with the medical emergency yourself.

### IMMEDIATE ACTION

# MEDICAL EMERGENCY



- Call Campus Safety Services at ext. 4444 or [613-520-4444](tel:613-520-4444)
- Provide the location of incident, nature of illness or injury, the number of victims and your name

Call Campus Safety Services at ext. 4444 from a Carleton landline or [613-520-4444](tel:613-520-4444).

Provide the location of incident, nature of illness or injury, the number of victims and your name.

### PREPARE NOW

LEARN FIRST AID. Be prepared by taking a first-aid course through Carleton University or through a certified provider in the community. Courses provide skills and knowledge training for various types of medical emergencies.

HAVE A FIRST AID KIT HANDY. Have an accessible first aid kit as part of your emergency kit and know the location(s) across campus that may have one available if prompt treatment is required.

AUTOMATED EXTERNAL DEFIBRILLATORS (AEDs). As part of the Ottawa Paramedic Service Public Access Defibrillator (PAD) program, Carleton University has several [Public Access AEDs located across campus](#). Know the location(s) of those closest to your location. Campus Safety Services also carries AEDs as part of their response to medical emergencies.

HAVE A PERSONAL "GO BAG" READY. In the event you need to go to the hospital, have a "Go Bag" packed and ready with extra clothing, copies of important information (health card, insurance), list of current medication, emergency contact information, and personal care items.

## **SURVIVE DURING**

**STAY CALM.** Check the area for any hazards or signs of danger. Only approach is safe to do so. Early intervention can be crucial during any type of medical emergency. It is important to recognize the signs that something is wrong, take note of the symptoms that are present, and request additional help. If someone is seriously injured, do not move them unless they are in a life-threatening situation.

**CONTACT CAMPUS SAFETY SERVICES.** Notify Campus Safety Services at [613-520-4444](tel:613-520-4444) or extension 4444 from any Carleton landline. Campus Safety Services will co-ordinate first aid and emergency medical services response. Advise the dispatcher of the following:

- Location of the emergency
- Nature of the illness/injury
- If the victim is conscious/breathing/bleeding
- If there are any hazards or dangers in the immediate area
- If there are multiple victims

**IF TRAINED IN FIRST AID.** Only if you are trained and it is safe to do so – begin first aid until additional help or emergency responders arrive.

**KEEP RESPONDERS UPDATED.** If there are any changes in the condition or the vitals of the victim(s), update Campus Safety Services immediately at extension 4444 from any Carleton landline or [613-520-4444](tel:613-520-4444).

## **BE SAFE AFTER**

**FOLLOW DIRECTIONS.** When responders arrive, follow their directions and provide them any details or information that may be relevant to the nature of the illness or injury.

**SEEK HELP TO COPE WITH TRAUMA.** Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Online Emergencies

Staff, faculty, and students that work and/or study remotely make use of online platforms that include live video and voice streaming to communicate to an audience. Just as emergencies can occur while at school or work, emergencies can also occur at home. It is important to know what to do should you be in an online meeting or remote learning platform and you are notified of or observe the host or a participant experiencing an emergency or threatening situation.

### PREPARE NOW

**KNOW THE SIGNS.** Know what the signs that indicate that someone may be in distress or in danger. Signs will be dependent on the emergency being experienced and may include audible warnings, behavioural changes, verbal complaint, or changes to the physical environment.

**KNOW YOUR AUDIENCE.** When preparing for a meeting or course, be prepared by gathering basic contact information for attendees, if possible – including address and phone number

**KNOW PROCEDURES.** Review emergency procedures at [www.carleton.ca/emergency/procedures](http://www.carleton.ca/emergency/procedures) or through the [Carleton Mobile App](#). Be familiar with the procedures for each type of hazard. This will be valuable information to pass along to participants should they encounter any of the identified hazards during the meeting or course.

### [Emergency Procedures for Online Situations](#)

**KNOW PROTOCOLS.** If you are a department or service that has established protocols for emergencies that occur during an online session, please ensure you are familiar with those internal established protocols and continue to follow them.

### ACTIONS TO TAKE

**SITUATIONAL AWARENESS.** Be aware of your surroundings, as well as those of attendees that are present during the online session (when video/audio available). ACT if you notice signs that a participant is in danger or if they request (emergency) assistance.

**ENCOURAGE.** If emergency assistance is required, encourage the participant (or someone in their household) to contact their local emergency service(s), if able to. This will assist in getting responders to the participant in a timely manner.

**GATHER INFORMATION.** If a participant has requested (emergency) assistance, gather as much information as possible to get the participant the help they need, including:

- Name
- Contact information (phone and address)
- Nature of the incident and relevant details

**FOLLOW PROCEDURES.** Follow established hazard-specific emergency procedure information. If the participant is unaware of what to do, inform them of the procedures. If emergency services are required to assist and the participant is able, direct them to contact their local emergency services and provide support until assistance arrives. Follow directions provided by emergency personnel and authorities.

**ENLIST ADDITIONAL SUPPORT.** Request additional support from other personnel or attendees to assist in monitoring the situation or providing information.

### **BE SAFE AFTER**

REPORT THE INCIDENT. Report the incident through [CU WorkSafe](#).

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Power Outage

A power outage is a sudden, unplanned loss of electricity/power. An outage can be caused by inclement weather, vehicle accidents, equipment failures, or any other type of incident that impacts any part of the electrical grid and/or power stations.

### IMMEDIATE ACTION

**POWER OUTAGE**



- Seek Shelter.
- Contact Facilities Management and Planning (FMP) at 613-520-3668.
- Follow instructions of Carleton officials and emergency personnel.
- DO NOT use elevators.
- DO NOT use candles.



Seek shelter.

Contact Facilities Management and Planning (FMP) at [613-520-3668](tel:613-520-3668) or Campus Safety Services at [613-520-4444](tel:613-520-4444) or 4444 from any campus phone.

Follow instructions of Carleton officials or emergency personnel.

DO NOT use elevators.

DO NOT light candles.

### PREPARE NOW

**GET THE APP, GET THE MESSAGE.** Download the [Carleton Mobile App](#) and enable notifications. This will allow any emergency notification system messages to be delivered right to your phone.

**HAVE A READY TO GO BAG.** Prepare for a power outage by having a ready-to-go bag packed and up-to-date for your workspace. Make sure your bag is updated with additional clothing, food, water, glow sticks, flashlights and batteries.

**KNOW YOUR EXITS.** Should an evacuation be ordered for the building, it is good to be familiar with emergency exits, evacuation routes, and safe destination sites.

### SURVIVE DURING

**REMAIN CALM.** Notify Facilities Management and Planning (FMP) at [613-520-3668](tel:613-520-3668) or Campus Safety Services at [613-520-4444](tel:613-520-4444) or 4444 from any university phone. Just because your building is without power does not mean that people are aware of it. Remain at your workspace unless instructed to leave the building.



**FOLLOW DIRECTIONS.** Campus Safety Services may order a building evacuation based on the availability of emergency or natural lighting and the expected duration of the power failure. For extended power outages, please follow the instructions from the building authorities or Campus Safety Services.

**IN RESIDENCE.** If you are in residence, please follow the instructions from Campus Safety Services, Housing and Residence Life.

**IF STRANDED IN TOTAL DARKNESS OR REQUIRE ASSISTANCE LEAVING.** Remain calm. Do not attempt to leave on your own. Contact Campus Safety Services and they will co-ordinate a response to assist you.

**IF STRANDED IN AN ELEVATOR.** Remain calm. Activate the emergency call button on the elevator panel. This is a direct line to Campus Safety Service's Communication Centre. Notify the dispatcher of any medical conditions or extenuating circumstances concerning your well-being. Campus Safety Services will co-ordinate a response to assist you.

**IF OUTSIDE OR DRIVING.** Look out for any downed power lines, if you come across a downed line – stay at least 10 metres (33 feet) away and alert authorities. Always assume that any downed lines are still live. If power is out at traffic lights, treat as a four-way stop.

#### **BE SAFE AFTER**

REMAIN PATIENT. If your building has been evacuated, do not attempt to re-enter the building until the building authority or Campus Safety Services advises that is safe to do so.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Suspicious Behaviour

Suspicious behaviour can be any person(s) or action(s) that seem out of place. This may include someone present in your workplace or class that doesn't belong; someone peeking into several vehicles; or anything else that doesn't fit into the normal or routine activity of the campus community.

### IMMEDIATE ACTION

## SUSPICIOUS BEHAVIOUR



- Immediately call Campus Safety Services at ext. 4444 or [613-520-4444](tel:613-520-4444) to report emergencies or suspicious behaviour
- For non-emergencies call ext. 3612 or [613-520-3612](tel:613-520-3612)



Immediately call Campus Safety Services at ext. 4444 or [613-520-4444](tel:613-520-4444) to report emergencies or suspicious behavior.

For non-emergencies call ext. 3612 or [613-520-3612](tel:613-520-3612).

### PREPARE NOW

**STAY AWARE.** Walk with confidence, put your phone away, and be aware of your surroundings. This also includes being able to hear what is happening around you – try to avoid the use of headphones when walking alone. If in a secure campus building, do not prop open doors or provide access to anyone that you don't know.

**SEE SOMETHING, HEAR SOMETHING, SAY SOMETHING.** If you notice or hear anything that doesn't seem right, notify someone in authority as soon as possible. If you witness a crime or are a victim of a crime, notify Campus Safety Services immediately at extension 4444 from a Carleton landline or [613-520-4444](tel:613-520-4444).

**CAMPUS SAFETY PROGRAMS.** Learn more about and make use of the various programs offered by Campus Safety Services and CUSA while studying or working late on campus.

- [Working After Hours Program](#)
- [Safe Walk Program](#)
- [Foot Patrol – Safe Walk Program](#)
- [Foot Patrol – Walk and Talk Program](#)

## **SURVIVE DURING**

**REMAIN CALM.** Maintain a safe distance. Get to a safe location. Observe from afar if possible, but only if safe to do so. Do not approach or confront the person(s) involved.

**ALERT AUTHORITIES IMMEDIATELY.** For suspicious activity, crimes in progress, or emergencies, contact Campus Safety Services immediately at [613-520-4444](tel:613-520-4444) or extension 4444 from any Carleton landline. Advise the dispatcher of the following:

- Nature of the incident
- How many people involved
- Location of incident, last known location of person(s) involved, and direction of travel
- Identifying information of any person(s) or vehicle(s) that are involved
- Any weapons that are observed
- Any injuries that require medical attention

## **BE SAFE AFTER**

**FOLLOW DIRECTIONS.** Follow directions provided by Campus Safety Services and emergency personnel. Provide them any additional details or important information that you can recall about the incident.


**SEEK HELP TO COPE WITH TRAUMA.** Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Suspicious Package / Bomb


A bomb threat or suspicious package threat may be made via telephone, letter, email, text message, note, or in person. The typical purpose of this type of a threat is to elicit fear and panic. All threats must be taken seriously. A suspicious letter or package may be delivered without a threat being received. It is important to take all necessary precautions and activate emergency response for any letter or package that appears to be suspicious or out of the ordinary.

### IMMEDIATE ACTION

## SUSPICIOUS PACKAGE



- **DO NOT use cellphones, radios or electronic devices**
- **DO NOT handle suspicious package or other items**
- **From a landline call Campus Safety Services at ext. 4444 or 613-520-4444**
- **Proceed as instructed by emergency personnel**



**DO NOT** use cellphones, radios, or electronic devices.

**DO NOT** handle suspicious the suspicious package or other items.

From a landline, call Campus Safety Services at Extension 4444 or 613-520-4444.

Proceed as instructed by emergency personnel.

### PREPARE NOW

BE INFORMED. Be familiar with the signs of a suspicious package.

- Unfamiliar return address or none at all
- Strange odour or noise
- Protruding wires
- Excessive postage
- Misspelled words, poorly typed or written, ridged and bulky letters
- Addressed to a business title only

- Excessive wrapping, tape, or string
- Oily stains, discolouration or crystallization on wrapping
- Leaking

**ACCESSIBLE FORMS.** Have copies of the [Bomb Threat Procedure Form](#) printed and easily accessible to all individuals that may interact with the public or handle any form of communications (social media platforms, phone, mail, etc.)

## **SURVIVE DURING**

### **IF YOU HAVE RECEIVED A THREAT**

**REMAIN CALM.** If you receive a call, text message, or have someone present in person – keep the individual reporting the threat talking and follow the Carleton University Bomb Threat Form.

**CONTACT CAMPUS SAFETY SERVICES.** Immediately after your conversation with the individual, you must contact Campus Safety Services at [613-520-4444](#) or extension 4444 from a Carleton landline. If possible, attempt to enable a peer or co-worker to make contact while you remain in contact with the individual.

### **IF YOU HAVE RECEIVED A SUSPICIOUS LETTER OR PACKAGE**

**DON'T USE ELECTRONIC DEVICES.** Do not use radios, cellphones, or other electronic devices.

**DON'T TAMPER.** Do not tamper with the suspicious package as it is evidence of a potential crime and may be used by investigators. Do not handle, shake, smell, or taste it. Leave the letter or package where it is. If you come into contact with the package or letter:

- Wash your hands with soap and water
- Wait in a safe place until Campus Safety officers arrive

**CONTACT CAMPUS SAFETY SERVICES.** As soon as concerns are raised that a package or letter you have received or observed appears to be suspicious, contact Campus Safety Services by landline at extension 4444 or [613-520-4444](#).

**EVACUATE.** Get everyone out of the room that the package is located within and close the door.

## **BE SAFE AFTER**

HELP FIRST RESPONDERS. Provide emergency personnel any additional details that you may recall about the person that made the threat or about the package/letter.

REMAIN PATIENT. Follow the instructions of emergency personnel. They will need to determine:

- If the area is safe to return to or if further evacuations need to occur
- If those that have come in contact with any substances need to go through further decontamination processes


SEEK HELP TO DEAL WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.

## Risk Action Plan – Tornado


Tornadoes can destroy buildings, flip cars, and create deadly flying debris. Tornadoes are violently rotating columns of air that extend from a thunderstorm to the ground. Tornadoes can happen anytime and anywhere, bring intense winds and look like funnels.

### IMMEDIATE ACTION

## TORNADO



- Seek shelter immediately.
- Move to lowest level in building.
- Move to interior area of building. (hallways/rooms)
- Stay away from windows, skylights and glass.



Seek shelter immediately.

Move to the lowest level in building.

Move to interior area of building (hallways/rooms)

Stay away from windows, skylights and glass.

### PREPARE NOW

**KNOW THE SIGNS OF A TORNADO.** Rotating, funnel-shaped cloud, approaching cloud of debris, or a loud roar.

**GET THE APP, GET THE INFO.** Download the [Carleton Mobile App](#) and enable notifications. This will allow any emergency notification system messages to be delivered to your phone. Download the Environment Canada [WeatherCAN App](#) to receive notifications about local weather statements, watches, and warnings.

**IDENTIFY SAFE SHELTER.** Small, interior, windowless room on the lowest level of a building are identified as providing the best protection.

### SURVIVE DURING

**SHELTER.** Immediately go to a safe location.

**COVER.** Shield your head and neck with your arm and put materials such as furniture and blankets around you.

**LISTEN.** Stand-by for further instructions. Carleton University will use the [Emergency Notification System](#) to address the emergency and relay additional instructions.

**\*\* DO NOT try to outrun a tornado in a vehicle.**

If you are in a car or outdoors and cannot get to a building, cover your head and neck with your arms and cover your body with a coat or blanket, if possible.

### **BE SAFE AFTER**

REMAIN PATIENT. Do not leave the safety of a shelter until authorities announce it is safe to do so.

IF YOU ARE TRAPPED. Cover your mouth with a cloth, try to call Campus Safety Services. Bang on a pipe or wall, or create noise by any means possible.

SEEK HELP TO COPE WITH TRAUMA. Consider seeking professional help to cope with the long-term effects of trauma.



## Revision Control

Revision History			
Revision #	Revised by	Details	Revision Date
1	Campus Safety Services, Sal Ugarte	Compilation of all Risk Action Plans	March 8, 2020
2	Campus Safety Services, Sal Ugarte	Persons with Disabilities, Online Emergencies Risk Action Plans Added	August 18, 2020
3			