

STOP – THINK – ACT



ESCALATING SITUATION

- **ASSESS** → Look at the situation – what is happening?
- **GO** → Advise a team lead or manager of the situation
 - Code word, phrase, sign
- **MONITOR** → Look at the situation for sudden changes
- **CALL** → Based on your protocol, call Campus Safety

IMMINENT DANGER

- **ACTIVATE** → Press the panic button (if you have one)
- **LOCK** → Find a safe space and secure the area
- **CALL** → Campus Safety
- **STAY** → Do not leave the area until Campus Safety arrives and gives the all clear

Inform management immediately of any serious situation

When in doubt, always call Campus Safety or push the “Panic Button”

613-520-4444 or Ext. 4444 (on any campus phone)

ESCALATION PROCESS FOR COMPLAINTS



Carleton
UNIVERSITY

DAYTIME	EVENING
Team Lead / Manager	If non-urgent, take detailed a message and management will contact caller the next business day
If you are in danger call Campus Safety 613-520-4444 or Ext. 4444 (on any campus phone)	If you are in danger call Campus Safety 613-520-4444 or Ext. 4444 (on any campus phone)