

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

**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](http://www.carleton.ca/emergency) or through the Carleton Mobile App.