



**FACTOR-INWENTASH**  
**FACULTY OF SOCIAL WORK**  
**UNIVERSITY OF TORONTO**

# Factor-Inwentash Faculty of Social Work Emergency Response Guidelines

2019

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## PREFACE

The Factor-Inwentash Faculty of Social Work (FIFSW) is committed to providing the safest possible environment for faculty, staff, students and visitors. As members at FIFSW, you play a key role in ensuring we are able to do so.

This guide is designed to help you in an emergency situation, giving you basic information on what to do and how to proceed before Campus Police Services or emergency responders arrive.

This guide will not cover every incident that you may encounter at FIFSW. It is hoped, however, that the range of emergencies presented and the steps involved will enable you to adapt and modify procedures as needed, depending on the unique nature of the emergency. All faculty and staff are encouraged to keep this emergency response guide immediately at hand.

Emergency response and coordination is conducted within the framework of U. of T.'s Emergency Preparedness and Crisis Management Plan (May 2009) which can be found at:

<http://www.preparedness.utoronto.ca/Assets/Preparedness+Digital+Assets/Crisis+Planning/Emergency+Preparedness+and+Crisis+Management+Plan.pdf> and the U. of T.'s Policy on Crisis Preparedness and Response (February, 2005), which is available at: <http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppfeb102005.pdf>

Similar information can also be found on the Campus Police website at <http://www.campuspolice.utoronto.ca/>

For information on safety guidelines for students at individual practicum settings, including immunization requirements, police reference/vulnerable sector checks and safety checklist for off-site sessions, please refer to the on-line Practicum Manual, Risk Reduction and Student Safety, which is available at:

<http://socialwork.utoronto.ca/practicum/practicum-manual-2/general-information-about-the-field-practicum/#riskandsafety>

## SAFETY AND SECURITY – Quick Telephone Reference Sheet

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**Note: If calling from a campus business telephone, dial “9” first to connect to an outside line.**

<b>Emergencies</b>	Campus Police	<b>(416) 978-2222</b>
	Toronto Police	<b>9-1-1</b>
	Toronto Fire Department	<b>9-1-1</b>
	Emergency Medical Service	<b>9-1-1</b>
<b>Other Resources</b>	U.of.T Campus Community Police	<b>(416) 978-2323</b>
	Toronto Police (Non-Emergency)	<b>(416) 808-2222</b>
	Community Safety Office	<b>(416) 978-1485</b>
	Sexual Violence Prevention & Support Centre	<b>(416) 978-2266</b>
	TravelSafer Program	<b>(416) 978-7233</b>
	Student Crisis Response	<b>(416) 946-7111</b>
	Health & Wellness Centre (Students)	<b>(416) 978-8030</b>
	Health & Well-being (Employees)	<b>(416) 978-2149</b>
Accessibility Services (Students)	<b>(416) 978-8060</b>	

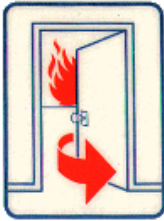
You can call for police assistance (9-1-1) or Campus Police Services (416) 978-2222 or the Operator (0) from any Campus pay telephone without using coins. Simply lift the receiver and dial.

## FIRE and BUILDING EVACUATION PROCEDURES

(For people who have difficulty using stairs, please see *Evacuation for Individuals with Difficulties Using Stairs* on Page 7).

### Fire Emergency Procedures

In case of fire:



Close the door  
as you leave  
the room.



Pull the  
nearest fire  
alarm (located  
at any exit).



Evacuate the  
building.  
Do NOT use  
elevators.



Report the fire.

#### General Information:

- It is MANDATORY for University buildings to be evacuated during any fire alarm.
- Report all fires, no matter how small, to the University Emergency Control Centre/Campus Police at (416) 978-2222.
- Campus Police can also be reached by pressing the “PUSH FOR HELP” button on the Emergency Call Box located by the stairwells on each floor.
- Setting off an alarm bell automatically notifies the University Emergency Control Centre/Campus Police through electronic monitoring. 9-1-1 dispatch is notified immediately and provided with all required information. Campus Police and U. of T. Fire Prevention are dispatched to the scene.
- Fire alarm pull stations at 246 Bloor St. West are located by the stairwells. If instead of pulling the alarm, you call 9-1-1, it will cause difficulties, by not alerting other occupants inside the building and by not informing the U. of T.'s Emergency Response Team (who are familiar and have access to the building).
- It is a good safe practice to be always familiar with the locations of fire exits, fire alarm pull stations, fire hose cabinets, and fire extinguishers in your work areas.

If you discover a fire:

- Stay Calm.
- Activate the nearest wall-mounted fire alarm.
- Use a fire extinguisher only if you can do so safely.
- Evacuate the fire area immediately and close door behind you.
- Leave the building by the nearest safe exit.
- Do not use the elevators.
- Report the fire to Campus Police (416) 978-2222 and give the exact location of the fire.

When you hear the fire alarm sound:

- Stay Calm.
- Take your coat, keys and personal valuables with you if it is readily accessible. Close and lock doors and walk quickly to the nearest marked stairwell exit and alert others to do the same.
- Use stairs to exit the building, if stairs become unusable, use the other set of stairs on the floor as an alternative exit.
- Do not use the elevators.
- Evacuate the building quickly and completely.
- After exiting the building, move away from the building/affected area and proceed to a safe location. Keep clear of fire routes, hydrant areas and walkways used for emergency vehicles and personnel.
- Do not return to an evacuated building unless told to do so by the Fire Prevention or person with authority.

## **EVACUATION FOR INDIVIDUALS WITH DIFFICULTIES USING STAIRS**

When the fire alarm sounds and you are on the ground floor, exit the building by normal means or by west side (back) door.

If you are above the ground floor:

- Call Campus Police at (416) 978-2222.
- Identify yourself to the campus police dispatcher, state that the fire alarm in the FIFSW building is sounding and that you have difficulties using stairs and cannot leave your floor area. If you smell smoke, or are in immediate danger, inform the dispatcher.
- Provide your exact location - floor and room number.
- Provide the phone number you are calling from. Your information will be relayed to emergency response personnel who are on route or on scene.
- Remain by the phone and follow the instructions of the dispatcher. Toronto Fire Service will facilitate your evacuation if your safety is compromised.
- If the conditions at your location deteriorate (any increased danger or hazard), call the dispatcher immediately with an update.

## POWER FAILURE

Most power failures on campus are of a short duration. During business hours, Facilities and Services staff (416) 978-3000 will contact U. of T. call centre, who will dispatch Engineering staff to search for the problem and to restore power. In rare cases the power failure cause extends beyond the campus and it may require local and regional resources to restore power.

In the event of a campus power failure lasting more than an hour:

- Stay calm.
- Do not use the elevators until the power has been fully restored.
- In case you are advised to leave the building, turn off computer and other electrical appliances.
- Use the stairs to exit the building. If you need help, call Campus Police (416) 978-2222. Most telephones will work without power.



## WEATHER ALERTS AND CLASS CANCELLATIONS

In severe weather emergencies and in crisis situations on campus, classes may be cancelled by order of the Vice-President & Provost, Human Resources & Equity.

- Campus class cancellation information is communicated through numerous communication channels, which may include: via e-mail, cell phone alerts, posted information, voice messaging, and media announcements. The information will be prominently displayed on the home page of the university (<https://www.utoronto.ca/>).
- FIFSW will also communicate campus class cancellations to its students via the FIFSW student listservs.
- All registered students, faculty and staff are already subscribed to receive emergency UAlert messages. UAlert is only used on rare occasions, such as in the event of a crisis on campus. You will not be able to opt out of the mandatory messages; for all other types of messages including weather-related cancellations or closures (outreach), you can choose how you prefer to be contacted.
- To sign up for outreach notifications which include the status of the University during a weather-related event via text or through other non-official U. of T. contacts, please add in your additional information into the system. (<http://alert.utoronto.ca>)

Campus Status: <https://www.utoronto.ca/campus-status>

## BUILDING SECURITY AND PERSONAL SAFETY

For the security and safety of all members of the FIFSW community, observe the following practices:

- If you observe anyone in the building or on your floor who is trespassing or engaged in criminal behavior, immediately contact Campus Police (416) 978-2222 or 9-1-1.
- Do not leave cash, wallets, computers, electronics or other valuables unsecured in your office, classroom, meeting room, or other public areas.
- Ensure that laptop computers in offices are locked away when you are absent.
- Ensure that office doors and lockable cabinets, etc. are locked at all times, even if stepping out for a few minutes.
- Do not leave keys in door locks or cabinets unattended.
- Ensure that the building main entrance door and areas that should be locked after hours are locked, remain locked and are not “propped” open.
- Staff or students working at night who require an escort to their car, transit stop or to travel between University buildings are invited to utilize the University’s Travelsafer program. The number to call is: (416) 978-SAFE (7233). Further information can be found at: <http://campuspolice.utoronto.ca/travelsafer-2/>
- Staff or students working alone at night may avail themselves of the “Working Alone Service.” Staff or students register by calling Campus Police at (416) 978-2323; by registering their location and contact number, Campus Police will periodically check-in with them for security.
- Carry University of Toronto identification with you at all times.
- *Bicycle Policy: Bicycles that are illegally parked in corridors, foyers, stairways, and access ramps provided for the mobility impaired could pose a serious threat to life safety or the occupants of a building in the event of emergency evacuation due to a fire. Bicycles left in these areas represent a violation of the Ontario Fire Code, Article 2.7.1, which addresses obstructions in a means of egress.*


Bicycles found in violation of this Article will either be removed, or will have one of the wheels locked to the frame by means of a University-owned security device. The owner will then be required to transport their disabled bike to the Campus Police office at 21 Sussex Ave. to have the security device removed.

## **SEXUAL VIOLENCE AND SEXUAL HARASSMENT**

- The University of Toronto Sexual Violence Prevention and Support Centre (“the Centre”) is responsible for receiving reports of incidents of sexual violence and sexual harassment involving a member of the University Community in a non-emergency situation.
- In an emergency, Campus Police or 9-1-1 should be the first point of contact. In the case of an emergency, sexual violence can be reported to Campus Police at (416) 978-2222, which is in turn required to inform the Centre as well as municipal police services.
- The Centre’s U. of T. downtown location is at Gerstein Science Information Centre (Gerstein Library), Suite B139, and can be reached at (416) 978-2266 and at email: [svpscentre@utoronto.ca](mailto:svpscentre@utoronto.ca).

## ELEVATOR ENTRAPMENT PROCEDURES

If a power failure or other emergency occurs that affects the elevators:

- Remain calm.
- Press the phone symbol  (PH) emergency button to connect with Campus Police.
- If the button does not work, call the University Campus Police: (416) 978-2222.
- Provide information as required, including your own conditions that need attention.
- Do not force open the elevator door.
- Do not exit from the elevator if it is not at the floor level as Emergency personnel will be dispatched to remedy this.

## **CRIMINAL and THREATENING BEHAVIOUR**

### Individual Threatening Criminal Behavior

- Notify 9-1-1 or the Campus Police Services (416) 978-2222 of the situation.
- Clearly state the reason for the call, give your name, your telephone number, your location including building and room number and any other areas involved. Provide information on the description and the current location of the person(s) of concern.
- If necessary, remain in or go to a safe location, lock or barricade the door in your area involved until police help arrives.

### Armed Assailant on Campus

- Be aware of your environment, know your exits, assess the situation and react quickly.
- Run: remove yourself from any location of immediate danger.
- If you are in a building, assess the situation and determine if it is safe to leave. If so, get out. Leave your belongings behind. Evacuate regardless of whether others follow. Prevent others from entering the building. Keep your hands visible. Call 9-1-1 when you are safe.
- Hide: if you cannot flee, or do not know the location of the shooter, hide in an area that can be locked or barricaded, turn off the lights, silence your phone and stay low to the floor.
- Fight: as a last resort, fight to disorient the assailant in order to get away.

### Threatening Calls, Emails or Online Postings (including Bomb Threats)

Every threat, however received, must be assessed by someone other than those receiving the threat. Threats rarely happen in isolation and security needs to know of even the vaguest of threats to people or property. Threats should always be reported.

If threat is received by telephone:

- Write down what was said, in detail as soon as possible.
- If it is a bomb threat, try to get as much information as possible (e.g., what kind of bomb, when will it explode, why did they place the bomb? etc.). The decision to evacuate the area or building will be made by Campus Police in consultation with the City of Toronto Police.
- Obtain telephone call display information if shown.
- Call Campus Police at (416) 978-2222.

If threat is received by email or on social media:

- Call Campus Police at (416) 978-2222 or call 9-1-1 to report the threat.
- Do not erase any threatening messages received by email or online. Screen-capture threatening messages found on any media platform. Inform Campus Police.

#### Concerns Regarding an Employee's Behaviour

- If you believe violence is a possibility, Campus Police who will work closely with the necessary offices such as Human Resources.

#### Concerns Regarding a Student's Behaviour

- If you believe violence is a possibility, call Campus Police. They work closely with the student crisis coordinators and the community safety office, who will determine the next best steps.

## **CIVIL DISTURBANCES AND DEMONSTRATIONS**

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-disruptive. A demonstration should be allowed to proceed unless one or more of the following conditions exist:

- Interference with the normal operations at Factor-Inwentash Faculty of Social Work.
- Blocking of access to offices, buildings or other U. of T. St. George facilities.
- Threat of physical harm to persons or damage to U. of T. St. George facilities or property.
- If any of the above conditions exist, immediately notify the Campus Police at (416) 978-2222.

## **GAS LEAKS or SMELL of GAS**

- Immediately notify the Main Office and call Facilities and Services at (416) 978-3000 or if the situation is urgent, call Campus Police at (416) 978-2222.
- Stay calm, make sure there are no open flames and do not turn “on” or “off” any electrical devices such as wall light switches, computers, cell phones, laboratory equipment, and other such devices that might produce a spark and trigger an explosion.
- Advise people in the affected area.
- Evacuate to a safe location until the arrival of emergency personnel.



## MEDICAL EMERGENCY PROCEDURES

### In cases of a critical injury or medical emergency:

- Attend to the injury if you are able, and summon medical aid. Call 9-1-1 immediately. Then call Campus Police at (416) 978-2222. You can also reach Campus Police by pressing the “PUSH FOR HELP” button on the Emergency Call Box located by the stairwells on each floor.
- In the event of non-fire emergencies where immediate assistance is vital (i.e. medical emergency) activating the pull station will result in security and fire department response to the area in question.
- Do not attempt to move the injured person unless in danger of further injury.
- Alert the Main Office staff so they can locate a first aider, provide a first aid kit if needed, and contact a next of kin.
- Ensure someone meets EMS at building entrance and escorts EMS to the injury site.

### Reporting Requirements:

- In the event of any medical emergency, contact the Faculty’s Chief Administrative Officer.
- Supervisors are responsible for initiating reports for employees, students and visitors.
- Accidents, occupational illnesses and incidents which result in or have the potential to result in personal injury or property damage must be reported to the Office of Environmental Health and Safety by completing the appropriate online form available at <https://ehs.utoronto.ca/report-an-incident/>.
- Accidents, occupational illnesses involving death, critical injury, lost time or health care by a medical practitioner for all employees (full or part time) must be reported to the Workplace Safety and Insurance Board (WSIB) Administrator, Health and Wellbeing Programs and Services, within 24 hours of the incident.

First Aid Stations (with basic first aid kits) are located as follows:

- Main Office on the second floor, room 250.
- 4<sup>th</sup> Floor Kitchenette, room 442.
- 5<sup>th</sup> Floor Kitchenette, room 544.
- Nearest automated external defibrillator is located at the St. George subway station, Bedford Street exit, down the stairs, on the right before the turnstiles.