



# NVIT EMERGENCY PROCEDURES SUMMARY (DRAFT)



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# Table of Contents

- 1. ACTIVE THREAT ..... 2
- 2. BOMB THREAT ..... 4
- 3. BUILDING EVACUATION ..... 5
- 4. CARBON MONOXIDE LEAK..... 7
- 5. CHEMICAL SPILL ..... 8
- 6. EARTHQUAKE..... 9
- 7. FIRE ..... 11
- 8. FIRE EXTINGUISHERS ..... 12**
- 9. FIRST AID/MEDICAL EMERGENCY ..... 13
- 10. GAS LEAK ..... 14
- 11. HOLD AND SECURE ..... 15
- 12. PANDEMIC..... 16
- 13. PANIC BUTTONS ..... 17
- 14. POWER OUTAGE ..... 18
- 15. SHELTER IN PLACE ..... 19
- 16. SUSPICIOUS OBJECT..... 20

## 1. Active Threat

Immediately upon awareness of an Active Threat (violent intruder) on campus:

### a. ESCAPE

- If you feel you can leave the building upon the first indication of a violent intruder, do so
- If safe to do so, help others to escape with you
- Leave the building and put as much distance between you and the danger as possible. When safe to do so, call 9-1-1 to provide police with any information you have

### b. LOCKDOWN IF UNABLE TO ESCAPE

- Stay in or quickly go to the nearest office, room, classroom, or lab/shop
- Quickly warn others nearby
- Immediately **lock and barricade all doors**
  - If safe to do so, close and lock windows, close blinds/cover windows
  - If safe to do so, turn off lights and audio equipment
- Move away from doors and windows and stay low
- Silence your cell phone, including vibrate mode, or turn it off
- Quickly collect improvised weapons and make a plan of attack in case you need it
- Stay quiet and try to remain calm, maintain a survivor mindset
- **Stay** in your secure place until advised by Police/NVIT Authorities that it is safe to leave

### c. DEFEND

Fight for your life. If this is the only option open to you, you must commit fully and aggressively to incapacitate the assailant. Consider items around you as weapons of opportunity to fight with.

- Scream, scatter, throw items at the intruder to create chaos and distraction
- Work with the people around you to ambush and overpower the intruder
- Use improvised weapons, like scissors, furniture, fire extinguishers, and keys

## INFORMATION

Will be broadcast through NVIT Emergency Notification Program messages (text, e-mail), posted on the NVIT website [www.nvit.ca](http://www.nvit.ca), NVIT email [>>>](mailto:and)

**COOPERATE**

Law enforcement's priority is to take the violent intruder into custody. Follow police instructions and keep your hands visible and empty.

If you come across a suspicious individual, note a detailed description, and make a report to security and the Manager of Facilities or VP Students.

## 2. Bomb Threat

Bomb threats can be received by telephone, letter, or email. Such threats must be taken seriously and acted upon as if an explosive device is on the premises. There is a responsibility to protect students and employees from acts of this nature and to discourage future similar actions.

Actions that will take place:

- Notify Manager of Facilities and/or VP Students.
- Manager or VP will contact 911.
- The Emergency Management Team will evacuate the building as required.
- The Emergency Management Team will inform staff, quickly and efficiently, of the possible threat. This includes the other locations, which will be evacuated if deemed necessary.

If you receive a bomb threat by telephone, stay calm and try to get as much information as possible. If possible, get a co-worker to notify Manager of Facilities and/or VP Students while you continue talking to the caller. Try to note any unique features about the voice and any background sounds you hear over the telephone. Keep the caller on the line as long as possible and take detailed notes about what is said. Do not upset the caller. Indicate your willingness to cooperate.

Take notes on everything said and on your observations:

- Time the call was received.
- Telephone number on which the call was received.
- Exact words of the person making the call.
- Noises (listen for any background noises including traffic, music, etc.).

Try to gather as much information as possible:

- Where is the bomb?
- When is the bomb going to explode?
- What kind is it?
- What does it look like?
- Permit the caller to say as much as possible without interruption.

Be aware of the caller's:

- Voice (child, adult, male, female, accent, whether the voice is familiar).
- Estimated age.
- State of mind (calm? agitated? angry? crying?).

What to do after the call?

- Survey your immediate work area. If you see a package or a foreign object in an unusual place — **DO NOT TOUCH IT, report this information to emergency personnel.**
- Follow instructions given by emergency personnel. You will be advised if evacuation is necessary.
- An explosion of any type must be reported immediately to the Fire Department. Call 911.

### 3. Building Evacuation

Activation of the fire alarm means you must evacuate the building immediately. Even if the alarm stops after a short while, evacuation must continue until emergency response personnel give an all-clear signal.

As you evacuate the building, move to the designated evacuation areas. Please do not stop and gather immediately outside the building exits as this causes congestion as masses of students and employees attempt to evacuate behind you.

Review the evacuation plans and designated assembly areas for your building

Remember:

- Follow shutdown procedures in labs, shops, and kitchen areas.
- It is vital that Instructors take responsibility for the safe and immediate evacuation of their classes by the nearest evacuation route.
- Quickly gather class attendance lists
- Leave calmly using routes designated on emergency evacuation maps. Close doors behind you.
- Use the stairs. Do not use elevators.
- Take the nearest stairwell/exit and exit out of the building to the evacuation area.
- Do not exit onto balconies. Assemble in groups at street level, in designated evacuation areas, away from the building and the danger of shattering glass.
- Instructors stay with your class and confirm attendance immediately once outside.
- Report missing persons to the Floor Warden.
- Do not re-enter the building for any reason until the ALL-CLEAR signal is given by emergency response personnel.
- If you are in your car during a fire alarm, turn engine off, leave car and exit on foot.
- In smoke, stay close to the floor; breathe shallowly through nose, using a shirt as a filter.

#### **Evacuation of Persons with Disabilities**

Every member of the NVIT community is encouraged to assist in the safe evacuation of persons with disabilities. All students, employees and visitors should know where the Areas of Refuge are and at least two routes to exit the building in the event of an emergency evacuation.

Mobility challenges:

- From the ground floor with an emergency exit to the outside, exit via the nearest exit and proceed to the assembly area.
- If an individual is unable to exit, assist them to an area of refuge i.e., a marked stairwell.
- Notify the area warden, security and emergency response personnel about persons remaining in the building and their locations.
- Emergency personnel will decide if they are safe and evacuate them as necessary.

#### Hearing challenges:

- Get the attention of the person who may be deaf, or hard of hearing, by touching their shoulder or arm.
- When you have eye contact state the problem – use your phone to text a brief statement if the person does not seem to understand.
- Point to the flashing strobe above the fire alarm, which indicates the alarm is sounding.
- Gestures and pointing are helpful.
- Provide visual instructions to the safest route by pointing toward the exit signs.

#### Visual impairment:

- Offer to lead the individual out of the building.
- Ask if they would like to hold onto your arm as you exit.
- Provide verbal instructions to assist in leaving the building safely.
- Provide further clarity e.g., elevators are not to be used.
- Continue to hold the individuals attention with conversation and provide updates noting time/distance to the closest exit.
- If the individual chooses to remain in an area of refuge i.e., a marked stairwell, please provide the information to the area warden, or security and emergency response personnel stating their exact location as marked in the stairwell.

A building evacuation may be required for non-fire related reasons. You will be advised by the Emergency Management Team and/or Floor Wardens should this occur. Follow evacuation procedures as noted above.

## 4. Carbon Monoxide Leak

Carbon monoxide (CO) is a colorless, odorless, tasteless gas, as well as a dangerous chemical asphyxiant. As a precaution against CO exposure hazards, all NVIT facilities are equipped with CO detectors either tied into existing fire detection/suppression systems or have stand-alone CO detectors.

Carbon monoxide is produced when carbon-based fuels are incompletely burned such as:

- Wood;
- Propane;
- Natural Gas;
- Heating Oil;
- Coal;
- Kerosene;
- Charcoal; and,
- Gasoline.

Signs/symptoms of CO exposure include headaches, nausea, dizziness, confusion, and hallucinations, each of which worsen as either CO's concentration in air or duration of exposure increases.

If the CO alarm activates:

- Notify Manager of Facilities and/or VP Students.
- Begin evacuation immediately.
- Emergency Management Team will determine if a full building evacuation is required. Notify Emergency Management Team if anyone experiences signs/symptoms of CO exposure.



## 5. Chemical Spill

### Minor Chemical Spill

A minor chemical spill is considered one that staff, or faculty are capable of handling safely without assistance and where there is no injury or threat of imminent injury. Typically, a minor spill would be considered **less than 0.5 liter** (generally) of a material that is not highly toxic. Spill kits are available in each workshop or studio where chemical materials are used and should only be used by those qualified staff or faculty with knowledge of the properties and hazards posed by the chemical, and any potential dangers posed by the location of the spill. Spill cleanup materials should be segregated for hazardous waste disposal. Facilities Staff should be contacted for advice and assistance.

Basic procedure for minor chemical spill:

- Follow departmental spill procedure.
- Only qualified persons knowledgeable of the material(s) spilled should perform the cleanup.
- Alert all persons nearby spill area.
- Use eyewash or safety shower if needed to decontaminate.
- Use spill kit to clean up and segregate clean up materials for hazardous waste disposal. Use proper personal protective equipment, (goggles, face shield, impervious gloves, lab coat, apron, etc.) **\*Note: All lab/shop personnel MUST be properly fit tested before using a respirator\***
- Decontaminate spill area with water or soap/water mixture if a non-reactive chemical.
- Wash hands thoroughly and seek medical attention if necessary.
- Notify Manager of Facilities and complete an incident report.

### Major Chemical Spill

A major spill involves the release of a type or quantity of a chemical that poses an immediate risk to health or involves an uncontrolled fire or explosion.

Basic procedure for major chemical spill:

- Evacuate the building by activating the nearest fire alarm.
- Call 911, state the type of emergency and request assistance.
- Avoid breathing vapors of spilled material.
- If possible and safe to do so, turn off any ignition source or gas emergency shut-off valve.
- If safe to do so without causing injury to yourself or others, remove any contaminated persons from spill area and decontaminate via eyewash or safety shower.
- Evacuate the area and close the door to the lab.

## 6. Earthquake

### **Act at the first indication of ground shaking. If you are indoors:**

- Drop, Cover, & Hold On. Stay in this position for at least 60 seconds after the shaking stops. If you are inside, stay inside until the shaking stops. Do not run outside or to other rooms during shaking.
- MOVE AWAY from windows, doorways, shelves, and large objects that may fall.
- Drop down on your hands and knees to protect you from falling — an earthquake can knock you down. DROP, COVER and HOLD ON under a table, desk, or counter. Assume the crash position, which is on knees, head down, eyes closed tightly, hands clasped on the back of the neck or head covered with book or jacket.
- If you are under a table or desk, HOLD on to it. Hold on will help keep you safe during a big earthquake until the shaking stops — you might have to move with the desk or table if the shaking shifts it around.
- If a "shelter" is not available, move to an inside wall or corner, turn away from windows, kneel alongside wall, bend head close to knees, cover sides of head with elbows, and clasp hands firmly behind neck. If notebooks or jackets are handy, hold these over your head for added protection from flying glass and ceiling debris.
- If you are outside, move to an open space away from buildings and power lines. Lie down or crouch low (legs will not be steady). Keep looking around to be aware of dangers that may demand movement. Do not enter a building until it has been declared safe.
- Wait until the shaking stops. This could be a very long time. Once shaking has stopped, wait an additional minute to account for aftershocks. To keep students calm, have them count 60 seconds aloud together.
- Expect fire alarm and sprinkler systems to activate.
- Do not evacuate until the shaking has stopped.
- When evacuating, be careful and watch for falling debris.
- Proceed to the designated assembly area
  - If there is significant damage, wait for someone to come to you. If this is the case, assess the situation and try to make others around you as comfortable as possible.

### **If you have mobility challenges or are in a wheelchair:**

- If you can, follow the Drop, Cover, Hold on procedure.
- If you are in a wheelchair, move to an inner wall if safe to do so. Lock the brakes and cover your head with your arms.
- If available, use a blanket or pillow to shield your face from falling debris/glass.
- When the shaking stops move to refuge areas. If your building does not have a refuge area find a safe location to shelter-in-place until assistance arrives.

### **If you are outside:**

- Stay outside.
- Find a clear spot away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold on.

- Move to an open area away from buildings, trees, glass, streetlights, and power lines, then Drop, Cover and Hold on.
- Do not enter any buildings until they have been approved for re-entry.

**If you are in transit:**

- In a car — Pull over to a clear location, stop and stay there with your seat belt fastened until the shaking stops. Avoid overhead structures (i.e., bridges and overpasses). Set the parking brake and stay inside.
- On a bus — Stay seated until the bus stops. Sit in a crouched position and protect your head from falling debris. Stay inside if it is safe.

**AVOID the following in an earthquake:**

- Doorways — Doors may slam shut and cause injuries.
- Windows, bookcases, tall furniture, and light fixtures. Shattered glass or heavy objects could hurt you.
- Elevators — If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.
- Downed power lines — Stay at least 10 metres away to avoid injury. Consider all downed power lines to be live.
- Coastline — Earthquakes can trigger large ocean waves called tsunamis.

**After an earthquake:**

- Stay calm, help others if you are able and be prepared for aftershocks.
- Assess your immediate surroundings for dangers, especially broken glass.
- If you can, remain inside, assess the evacuation route and muster area for potential risks, e.g., falling debris or exposed electrical wires, before proceeding out of the building.
- If you must leave your area, take your emergency kit and other essential items with you, and proceed to an evacuation route.
- Once you exit the building, go directly to your building's designated assembly area. If you have difficulty negotiating the stairs, or if you need assistance in evacuating, go to the designated area of refuge if your building has one.
- Be prepared for aftershocks! Repeat Drop, Cover, and Hold On each time you experience any shaking.
- Do not re-enter evacuated buildings until cleared to do so by emergency personnel.
- Do not tie up phone lines, if it is not a life-threatening emergency, use text messages and social media.
- Do not drink water from sinks or taps — all plumbed water must be boiled after an earthquake.
- Follow instructions of first responders and NVIT response personnel — they will direct you to safety and to emergency resources.

Remember it is your priority to keep yourself safe. If you are injured, your ability to help others may be compromised.

## 7. Fire

NVIT has a comprehensive sprinkler system throughout the buildings. Take time to familiarize yourself with the locations of fire pull stations and fire extinguishers.

If you discover a fire:

- Shout to warn others to evacuate the room or area immediately.
- Activate the red alarm pull station (located at all exits from the building).
- If **small, incipient fire and you are not alone**, have **activated the fire alarm**, and have been **trained** in use of fire extinguisher, attempt to put out the fire with extinguisher using the P.A.S.S. technique
- Close any doors behind you as you evacuate.
- The fire department will be notified automatically by fire alarm activation.
- Once you are safely outside, notify an area warden of the exact location and nature of the fire.

Things to remember:

- Follow instructions from emergency personnel and floor wardens/Emergency Management Team (identified by **orange** emergency vests).
- Check doors for heat before opening. If you need to open a closed door and you suspect that a fire condition may be present, feel the door with the **back** of your hand first to see if it is hot. If it is hot to the touch, do not open that door.
- Proceed down the nearest safe stairwell and out to the assembly area.
- Do not run.
- If in heavy smoke, keep low (crawl), use the wall to guide you to the nearest exit.

## 8. Fire Extinguishers

Portable fire extinguishers have two functions:

- to control or extinguish **small or incipient** [i.e., just beginning] stage fires; and,
- to protect evacuation routes that a fire may block directly or indirectly with smoke or burning/smoldering materials.

The following steps should be followed when responding to a **small, incipient** stage fire:

- Sound the fire alarm and call the fire department.
- Identify a safe evacuation path before approaching the fire. Do not allow the fire, heat, or smoke to come between you and your evacuation path.
- Discharge the extinguisher within its effective range using the P.A.S.S. technique (**pull, aim, squeeze, sweep**).
- Back away from an extinguished fire in case it flames up again.
- Evacuate immediately if the extinguisher is empty and the fire is not out.
- Evacuate immediately if the fire progresses beyond the incipient stage.

P.A.S.S. TECHNIQUE

1. **PULL...** Pull the pin; this will also break the tamper seal
  2. **AIM...** Aim low, pointing extinguisher nozzle at the base of the fire
  3. **SQUEEZE...** Squeeze the handle to release the extinguishing agent
  4. **SWEEP...** Sweep from side to side at the base of entire fire until it appears to be out. Watch the area, if the fire re-ignites, repeat steps 2 - 4
- If you have the slightest doubt about your ability to fight a fire...EVACUATE IMMEDIATELY!



## 9. First Aid/Medical Emergency

### Medical Emergency

A medical emergency can involve many serious situations, for example heart attacks, strokes, broken bones, loss of consciousness, choking etc. If you are facing a medical emergency:

- Call **9-1-1** immediately.
- Provide as much information as possible, including your location and the nature of the incident, and stay on the line.
- Then call for First Aid, as the Occupational First Aid team will likely arrive on scene before an ambulance.
- If you are unsure about whether a situation requires emergency services, follow the above steps. It is better to err on the side of caution.

### First Aid

NVIT maintains an Occupational First Aid Program in accordance with WorkSafeBC Regulation. The following NVIT staff are trained in Occupational First Aid (OFA) **Level 1** and on behalf of NVIT, administer first aid, within the scope of their training, to Employees, Students, and guests on site.

Schedule	First Aid Attendant	Contact	Location
M – F 10 AM – 6 PM	David Leggett	250-378-3302	MAIN BLDG LIBRARY
M – F 10 AM – 6 PM	Clif Garcia	250-378-3343	MAIN CORPORATE SERVICES
M – F 10 AM – 6 PM	Dale Calder	250-378-3392	MAIN FRONT DESK
M – F	Tom Willms	250-378-3328	COES UPPER FLOOR
M – F 10 AM – 6 PM	Amanda Shbaach Joe	250-378-3342	MAIN CORPORATE SERVICES

A First Aid Room is available and maintained at XXX,

Automated External Defibrillators (**AEDs**) are publicly available in the following locations:

MAIN BUILDING, LEVEL 2	NEXT TO ROOM #

## 10. Gas Leak

If you smell rotten eggs or hear the sound of escaping gas, it could be a natural gas leak. In the case of a gas leak:

- Stop what you are doing.
- Do not use your cellphone or landline, don't smoke or light matches, do not pull the fire alarm or operate electrical switches or create any other source of ignition.
- Begin evacuation without changing circumstances of the building. For example, do not use light switches but do leave doors and windows open.
- Notify others nearby as you evacuate.
- Evacuate to the designated Evacuation Area.
- Once outside, call 911 and Fortis BC: 1-800-663-9911.
- Notify the Manager of Facilities and/or VP Students

## 11. Hold and Secure

Hold and Secure is used when it is necessary to secure a site because there is an emergency occurring outside the site. The exterior doors are locked and monitored to allow students and staff to enter but otherwise remain locked. Once inside, no one leaves the building.

The following event will trigger a Hold and Secure:

- An active police incident in a surrounding neighbourhood

The Emergency Management Team will confirm with local police when it is safe to lift the Hold and Secure.



## 12. Pandemic

The response to a pandemic event will vary depending on the type of virus or disease outbreak. The Emergency Management Team will provide more information on specific health related incidents as appropriate.

Visit [healthlinkbc.ca](http://healthlinkbc.ca) to learn more about the symptoms and preventative measures for dealing with various types of illness. HealthLink BC provides reliable non-emergency health information and advice in British Columbia. Taking every-day precautionary measures such as proper hand washing can help prevent widespread outbreaks of influenza and other disease.

### Procedures

- Receive recommended vaccinations including annual flu and COVID-19 vaccines.
- Avoid contact with those who are displaying flu-like symptoms.
- Stay home if you are sick.
- Do not share cups or utensils with other people.
- Avoid touching your eyes, nose, and mouth.
- Practice proper hygiene and proper hand washing. To properly wash your hands, or a child's hands, follow the steps below:
  - Remove rings or other jewelry on the hands and wrists.
  - Wet your hands with warm water.
  - Wash all parts of your hands with plain soap and water for at least 20 seconds and rub hands together to create lather (to help children wash their hands long enough, sing the ABC song).
  - Rinse hands well under warm running water.
  - Dry hands with a clean cloth or paper towel.
  - Use the towel to turn off the tap and open the door when you leave if you are in a public restroom.

If soap and water are not available, use an alcohol-based hand sanitizer. After applying the gel or foam, rub your hands together until they are dry. This is an easy way to clean your hands if they are not visibly dirty.

Follow proper cough/sneeze etiquette:

- Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze.
- Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.

### Reporting

If you think you have come in contact with any type of infectious disease, contact the BC Health Line at 8-1-1. Follow the advice provided and notify your supervisor if you are not able to attend work.

## 13. Panic Buttons

Panic buttons are provided at reception and service areas where there may be an increased need for immediate intervention. They are intended to be activated in the event of a hold-up or when a threat of violence is directed toward an individual employee of NVIT.

### **Activate the panic button if:**

- an immediate threat to your safety;
- robbery;
- aggressive behaviour where you fear escalation;
- you require immediate assistance from Security/Police and have no other means of initiating contact.

### **Immediately after activating the panic button:**

- Alert a co-worker, if possible, (using a simple and understood by all, pre-established code word for your area);
- The alerted co-worker, from a safe location, should immediately call Security/Police to provide details of the situation;
- If you can, and feel safe to do so, stand up and move away; if the threatening individual asks what you are doing, tell them you are getting someone who can help them. Do **not** turn your back on them.

**Accidental activation:** If the button was accidentally pressed, call the alarm monitoring company to cancel.

### **Training**

It is the responsibility of the Manager of the service area to ensure that staff working in positions with access to the panic button receive appropriate training in their use.

As part of their training, staff may conduct a test of the panic button by contacting the Manager of Facilities to request permission to test. They will provide their phone local, and location and the Manager of Facilities will notify the alarm monitoring company of the upcoming test activation of the panic button, then confirm to staff that the test may proceed. Upon conclusion of the test, the Manager of Facilities will confirm receipt of the alarm by the monitoring company, and then will contact staff to confirm status and conclude the test.

### **Testing**

The Facilities Staff conducts regular testing of panic buttons.

## 14. Power Outage

In the event of a power outage:

- Remain Calm.
- Ask students to sit down and/or remain seated.
- Contact Facilities to determine scope of the power outage.

Safety Measures during a Power Outage:

- Unplug all electronic equipment, appliances, computers, and laptops.
- Turn off light switches.
- Do not use candles or other types of open flame for lighting.
- Do not use elevators.

Shop areas:

- Secure all material and unplug electrical equipment.
- Store all chemicals in their original locations.
- Provide natural ventilation by opening all windows and doors.
- Evacuate the immediate shop area.

When power returns, turn on the most essential equipment first. Wait 10 to 15 minutes before reconnecting other equipment to avoid overloading the electrical system. Make sure everything is operating correctly.

Emergency Management Team/Facilities staff will investigate:

- Visually determine if power is on in neighbouring buildings.
- Contact BC Hydro to ascertain reason for outage and the expected duration of the outage.
- Call 1 888 POWERON (1 888 769 3766) from landline or \*HYDRO (\*49376) from cell.
- Check BC Hydro's website at <http://www.bchydro.com/outages/orsMain.jsp>

If the outage is not due to a BC Hydro outage, i.e., only the NVIT buildings are affected, Facilities will contact an **Electrician**.

Follow directions from the Emergency Management Team.

## 15. Shelter in Place

Shelter in place procedures may be used when officials deem that it is unsafe to be outdoors due to an environmental hazard in the vicinity of a NVIT site. This may include:

- neighbouring industrial incidents;
- significant impact to air quality inclusive of hazardous material release (chemical, biological, or other hazardous substances in solid, liquid, or gaseous form);
- storms: snow, severe wind, or lightning storms resulting in downed power lines, high levels of disaster debris, or impacted access and egress routes; and, earthquakes.

Note: Shelter in place procedures **are not** used during acts of violence. Instead, follow Active Threat procedure.

### Procedures

Instructions to either shelter-in-place or evacuate may come from the Emergency Management Team or emergency responders.

#### 1) Seek and share shelter:

- Increase your distance from the hazard and enter the closest building possible if outdoors.
- Avoid rooms with windows that cannot be sealed.

#### 2) Seal exterior doors and windows:

- Seal exterior doors and windows.
- In some cases, the ventilation system may be shut off.

#### 3) Keep calm and alert:

- Keep phones on and monitor for news updates.
- Minimize noise and do not make unnecessary calls.
- Listen and be aware of potential hazards including unusual sounds and smells.

#### 4) Stay:

- Remain in the secure location until additional info is provided by emergency personnel.

## 16. Suspicious Object

If you notice a suspicious object:

- Do not touch or disturb the object.
- Note the location and description of the object and call the Manager of Facilities or VP Students.
- Wait for instructions from the Emergency Management Team.
- Be prepared to evacuate.

Suspicious envelopes or packages:

- If you have opened the letter, or package, set it down gently where you first read/opened it. Leave it alone, remain calm and avoid sudden movements.
- Inform a co-worker in the immediate area about what has happened and ask them to call the Manager of Facilities or VP Students.
- Move to an area where you can avoid contact with others and stay there.
- Remain calm.
- In the event you have been exposed to a concerning substance, the Emergency Management Team will make sure you receive specific information about symptoms and effective treatment.

Common features of suspicious letters or packages:

- No return address; postmark or name of sender is unusual.
- Excessive or inadequate postage.
- Handwritten or poorly typed addresses.
- Misspelling of common words.
- Restrictive markings such as “Confidential”, “Personal”, etc.
- Excessive weight and/or a feeling of a powdery substance.
- The letter/package is lopsided or unusually thick.
- Rub-on block lettering.
- Threat of any type of contamination