



HSS 5004: EMERGENCY MANAGEMENT

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PURPOSE

The purpose of this policy is to ensure Vancouver Premier College of Arts and Science (VPCAS), Vancouver Premier College of Business and Management (VPCBM), Vancouver Premier College of Hotel Management (VPCHM) prepares for and responds effectively to an emergency situation through the appropriate use of its resources; provides a framework for enhancing the safety, security, and emergency management of its operations; mitigates the long-term effects of an emergency on its operations and mission; and, develops and implements recovery and business continuity plans.

SCOPE

This policy applies to all Vancouver Premier College of Arts and Science (VPCAS), Vancouver Premier College of Business and Management (VPCBM), Vancouver Premier College of Hotel Management (VPCHM) Community Members, employees, students, contractors, visitors and independent organizations operating within and/or at VPCAS, VPCBM and VPCHM.

POLICY STATEMENT

An emergency is an unplanned or imminent event of a short duration that affects or threatens the health, safety or welfare of people, property and infrastructure, or, the purposes of VPCAS, VPCBM and VPCHM. The colleges are committed to taking appropriate measures to effectively respond to emergencies with the objective of optimizing the health and safety of the VPCAS, VPCBM and VPCHM communities while concurrently minimizing any negative outcomes or implications resulting from the event. Accordingly, VPCAS, VPCBM, VPCHM will be developing Emergency Management Plans (EMPs) for all of its academic and/or educational sites. All policies are published in the Corporate Policy Manual and may be accessed by request at info@vpcollege.com.

1.0 EMERGENCY MANAGEMENT PLANS

Emergency Management Plans (EMPs) provide a framework for preparing for, responding to, and recovering from, an emergency at Vancouver Premier College of Arts and Science (VPCAS), Vancouver Premier College of Business and Management (VPCBM), Vancouver Premier College of Hotel Management (VPCHM). These plans provide guidance and direction to VPCAS, VPCBM, and VPCHM personnel in the response to a significant emergency situation and accordingly, do not apply to incidents and/or events that may routinely occur and be managed as part of day-to-day operations.

2.0 ASSOCIATED PLANS

British Columbia Emergency Response Management System (BCERMS):

<http://www.embc.gov.bc.ca/em/bcerms/bcerms.html>

BC Provincial Fire Code <http://www.bccodes.ca/fire-code.html>

INCIDENT TYPES AND GENERAL PROCEDURES FOR PLANNING CONSIDERATION

While it is expected that each emergency situation will be addressed through the development of a site-specific plan, various responses to emergencies, as recommended by established post-secondary institutions in British Columbia, have been gathered below for consideration by VPCAS, VPCBM, and VPCHM Emergency Plan developers and for the general information of VPCAS, VPCBM, and VPCHM Community Members.

ACTIVE SHOOTER

An active shooter is a person actively shooting at people, usually at random, in a confined or populated area. In most cases, there is no pattern or method to their actions. Active shooter situations evolve quickly but are unpredictable. They may be over in minutes or hours. Refer to www.vpcollege.com for all updates in the event of an incident occurring. If faced with an active shooter incident, there are three things you can do: RUN, HIDE, FIGHT.

WHAT DO YOU DO IF THERE IS AN ACTIVE SHOOTER IN YOUR BUILDING?

If you determine it is safe, **RUN (get out)** This is your first and best option.
Leave your belongings behind.
Advise others not to enter the danger zone.
Call Police – 911 as soon as it is safe to do so.

WHAT TO DO IF EVACUATION FROM YOUR BUILDING IS NOT SAFE?

If evacuation is not possible, find a place to **HIDE**
Lock and/or barricade the door.
Turn off or silence your cell phone, including the vibrate feature.
Hide behind large objects if possible.
Stay low, below window level and be quiet.
Close curtains or blinds where possible.
Await instruction or escort from law enforcement (if unsure, they will have a key)

WHAT TO DO IF YOUR LIFE IS IN DANGER?

As a last resort, and if you feel your life is in danger; **FIGHT**.
Attempt to incapacitate the shooter.
Act with physical aggression.
Improvise weapons.
Commit to your actions.
Once the shooter is incapacitated, call Police – 911.

WHAT TO DO WHEN LAW ENFORCEMENT ARRIVES?

Keep your EMPTY hands raised and visible.
Remain calm and follow instructions.
Avoid pointing or yelling.
The first police officers to arrive will not respond to or aid those who are injured. They will go directly to the shooter.
Know that help for the injured is on its way.

The area is a crime scene. Police may secure all witnesses until identified and questioned.

HOW DO YOU FIND ACTIVE SHOOTER TRAINING?

A number of on-line resources are available to provide VPCAS, VPCBM and VPCHM employees and students Active Shooter training. In addition, Active Shooter workshops for small groups may be organized. Please contact Human Resources to find out more about VPCAS, VPCBM and VPCHM's approach to maximize campus safety.

BOMB THREAT

Bomb threats can be received by telephone, note, letter or email. Most bomb threats are made by persons who want to create an atmosphere of general anxiety and panic.

WHAT TO DO WHEN A BOMB THREAT IS RECEIVED BY TELEPHONE?

Stay calm. Keep the caller on the line. Do not upset the caller. Indicate your willingness to cooperate.

Ask a lot of questions.

- Where is the bomb?

- When is it going to go off?

- What kind is it?

- What does it look like?

- Permit the caller to say as much as possible without interruption.

Take notes on everything said and on your observations about background noise, voice characteristics, language.

Call Police — 911 immediately, and then VPCAS, VPCBM and VPCHM Operations to report the threat. If possible, get a co-worker to do this while you continue talking to the caller. (The purpose of keeping the person talking is to assist in identifying the caller. Tracing is not always possible.)

WHAT TO DO WHEN A BOMB THREAT IS RECEIVED BY MAIL OR OTHER ELECTRONIC MEANS?

Take notes on everything said and on your observations about background noise, voice characteristics, language.

Call Police — 911 immediately, and then VPCAS, VPCBM and VPCHM's Operations to report the threat. If possible, get a co-worker to do this while you continue talking to the caller. (The purpose of keeping the person talking is to assist in identifying the caller. Tracing is not always possible.)

WHAT TO DO AFTER RECEIVING A BOMB THREAT?

Survey your immediate work area. If you see a package or a foreign object in an unusual place — **DON'T TOUCH IT.**

Call Police (911) and advise them of your actions.

You will be advised if evacuation is necessary. Follow instructions given by emergency personnel.

An explosion of any type must be reported immediately to the Fire Department. Call 911.

EARTHQUAKE

Some of the world's largest earthquakes have occurred here in BC. Our best research shows that these catastrophic earthquakes will occur again and can happen at any time. In fact, our area is home to thousands of small earthquakes every year.

WHAT TO DO TO BE PREPARED FOR AN EARTHQUAKE?

Be prepared to be self-sufficient for at least three days. Emergency resources will be overwhelmed following a major earthquake. Government response plans assume that you will do your part to be ready.

Avoid storing heavy objects on high shelves

Secure bookcases, cabinets, and equipment

Install restraints on laboratory shelves and store glass cylinders in properly designed racks

Be familiar with emergency plans and procedures

Have an emergency kit at home, office and in your vehicle

Practice earthquake response often and participate in earthquake drills like ShakeOut BC

For more emergency preparedness information, [visit prepare BC](#)

WHAT TO INCLUDE IN A BASIC EMERGENCY SUPPLY KIT?

First aid kit and medications

Four litres of water per person per day for at least three days, for drinking and sanitation

At least 72 hours supply of non-perishable food and manual can opener for cans

Battery-powered or hand crank radio and a NOAA Weather Radio with tone alert and extra batteries for both

Battery-powered or hand crank flashlight with extra batteries

Whistle to signal for help.

Cell phone with chargers, inverter or solar charger

Local maps (identify a family meeting place) and some cash in small bills

Garbage bags, moist towels and plastic ties for personal sanitation

Dust mask to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place

Seasonal clothing and footwear

WHAT TO DO IF YOU ARE OUTDOORS DURING AN EARTHQUAKE?

During the shaking

If you are outdoors when the shaking starts, you should find a clear spot away from buildings, trees, streetlights, and power lines, then DROP, COVER and HOLD ON

DROP to the ground (before the earthquake drops you!),

if possible COVER your head from falling debris, and

HOLD ON until the shaking stops.

After the shaking stops?

Count to 60 to allow debris to finish falling after the shaking stops.

Assess your immediate surroundings for dangers (e.g. fallen wires).

Proceed directly to a safe location.

WHAT TO DO DURING AN EARTHQUAKE 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. Once the shaking stops, proceed with caution and avoid bridges or ramps that might have been damaged.

On a bus – stay in your seat until the bus stops. Sit in a crouched position and protect your head from falling debris.

WHAT TO DO DURING AN EARTHQUAKE IF YOU ARE IN A WHEEL CHAIR?

If you are able, follow DROP, COVER and HOLD ON procedure, seek shelter under a sturdy table or desk.

Try to get into an inside corner of the room (or an open area if you are outside)

Stay away from outer walls, windows and hanging objects.

Lock the wheels of your chair and cover your head with your arms.

If available, use a blanket or pillow to shield your face from falling debris/glass

If you have other mobility concerns, arrange your usual seating areas away from windows so you can stay seated.

Use seat cushions or pillows to shield yourself from falling debris and broken glass

When the shaking stops move to refuge areas if available in your building or find a safe location to shelter-in-place until assistance arrives

WHAT CAN I DO TO ASSIST AFTER AN EARTHQUAKE?

Provide aid

Give first aid to injured persons. Do not move victims unless absolutely necessary.

Report hazards to emergency personnel.

Follow instructions

Do not use telephones except to report medical emergencies, fires, chemical spills, gas leaks or other hazards.

Do not use elevators.

Do not leave area or return home until authorities say it is safe to do so—this could be up to 72 hours.

EVACUATION

Situations requiring evacuation include fire, hazardous material release, bomb threats and earthquakes. Fire alarms must be treated as real emergencies and building evacuation must occur. The need for evacuation in other situations will be determined by emergency personnel and you will be advised if evacuation is necessary.

WHAT DO I DO IF EVACUATION OF A BUILDING IS NECESSARY?

Shut down equipment and secure hazardous materials.

Calmly proceed to nearest exit — in case of fire, check doors for heat before opening.

Follow instructions from emergency personnel.

Do not use elevators.

Walk — don't rush or crowd. Use handrails in stairways.

Move away from the building quickly — watch for falling glass and other hazards.

Move to your emergency meeting location and stay there so that all personnel may be accounted for.

Never re-enter the building until notified by emergency personnel that it is safe to do so.

HOW DO I EVACUATE PERSONS WITH SPECIAL NEEDS?

Individuals who are physically unable to use the stairs, hearing, or visually impaired require special assistance during any evacuation. These persons should inform their supervisor(s), co-worker(s) and the Operations Director of the assistance that they will require in the event of an emergency.

Check to see if your building has a designated "areas of refuge" where persons may await assistance from emergency personnel. If this area does not exist and you are unable to assist the individual, record location and report directly to emergency personnel.

FIRE SAFETY

Please be aware of your building's evacuation procedure and always exit the building in the event of a fire alarm – false drill or otherwise – take no chances with your safety!

WHICH FIRE EXTINGUISHER DO WE NEED?

Ensure that the appropriate extinguishers are available in your area based on the type of work or research is currently being done.

TYPES OF EXTINGUISHERS	TYPES OF FIRES
Class A	For ordinary combustible materials such as paper, wood, cardboard, and most plastics
Class B	For flammable or combustible liquids such as gasoline, kerosene, grease and oil
Class C	For electrical equipment such as appliances, wiring, circuit breakers and outlets
Class D	Commonly found in chemical laboratories for fires that involve combustible metals such as magnesium, titanium, potassium and sodium
Class K	Commonly found in restaurants and cafeteria kitchens for cooking oils, trans-fats, or fats in cooking appliances
Class ABC	Multipurpose dry chemical extinguisher for combination Class A, B & C fires

WHAT TO DO IF YOU SEE A FIRE?

Activate the fire alarm, alert others and move away from the area of the fire, closing doors behind you.

Call 911 and report location of fire (see Emergency Procedures).

Use a fire extinguisher on small fires (waste basket sized) only if it is safe to do so. Use the correct fire extinguisher.

WHAT TO DO IF A FIRE ALARM IS ACTIVATED?

It must be treated as a real emergency.

Evacuate the building and proceed to your emergency meeting location.

Never open a closed door without checking it first for heat – if the door is hot, do not open it. If not hot, open it slowly, standing behind it to one side, and be prepared to shut it quickly if fire is present.

Use the stairway, proceeding down to the ground floor, never up. Never use elevators if fire is suspected.

Once outside, proceed to the assembly area so that a head count can be taken. Find out the location of your predetermined area before a fire occurs.

WHAT TO DO IF CLOTHING CATCHES ON FIRE?

Yours

STOP where you are.

DROP to the floor.

ROLL around on the floor.

Someone else's

Grab a blanket, rug or coat and wrap them in it to smother the flames.

WHAT TO DO IF TRAPPED IN A ROOM BY FIRE?

Block smoke from entering by placing damp cloth material around / under door.

Retreat, closing as many doors as possible between yourself and the fire.

Signal your location — phone 911 and give the fire department your exact location; if this is not possible be prepared to signal from a window. Do not open the window or break glass unless absolutely necessary — outside smoke may be drawn in.

WHAT TO DO IF CAUGHT IN SMOKE?

Drop to your knees and crawl.

Breathe shallowly through your nose, holding your breath as long as possible. Use a damp cloth over your mouth and nose to filter out smoke.

Stay calm.

Note: Know in advance exactly how many doors you will have to pass along your evacuation route before you reach the nearest exit. In heavy smoke you can crawl or crouch low with head 30”-36” from the floor (watching the base of the wall) and count out the number of doors you pass — you will then know when you have reached the exit door (even if you can’t see that it is the exit).

FIRST AID

First Aid is an important part of addressing an injury. If you are not trained in first aid, do not attempt to provide first aid, but call a First Aid attendant (if available) or someone with First Aid Training.

WHAT STEPS SHOULD BE TAKEN WHEN GIVING FIRST AID?

Assess

Before starting any first aid, always ensure that there is no further danger to the victim or to yourself.

Get Help

Assign someone to meet emergency personnel and escort them to the scene.

Ensure that mobile first aid has been called at 604-730-1628.

ALWAYS err on the side of caution.

Give First Aid

Never place yourself in danger.

Do not move the victim except in life-threatening situations.

Do not leave the victim unattended — if you must leave, place the victim in the recovery position.

Universal precautions (e.g. wearing latex or other waterproof gloves) should be followed whenever contact with blood or body fluids is likely to occur. Latex gloves and artificial respiration masks should be kept in your local first aid kit.

Report all injuries to your supervisor or instructor and complete the appropriate documentation.

ARE PUBLICLY ACCESSIBLE AUTOMATED EXTERNAL DEFIBRILLATORS (AED) AVAILABLE?

An AED can save someone who is going into cardiac arrest (heart unexpectedly and abruptly stops beating). An individual must be trained in usage before attempting to use in an emergency situation. Contact Lansdowne Centre security at 604-207-4264

HAZARDOUS MATERIALS

Any uncontrolled release of hazardous materials is considered a spill and should be dealt with in an appropriate manner.

WHAT TO DO IF THERE IS AN EXPLOSION OR FIRE?

Evacuate immediate area, closing doors behind you

Activate fire alarm

If possible, control fire with the appropriate extinguisher but do not place yourself or others in danger.

Do not attempt to rescue injured persons if doing so places you in danger.

Everyone must evacuate the building when a fire alarm sounds, closing doors as they leave. Follow "Evacuation Procedures."

Call 911 to ensure that the Fire Department received the alarm. Follow 911 Procedures.

Wait for emergency personnel outside the main entrance of the building. Provide information on hazardous materials involved.

Do not re-enter the building until the Fire Department gives permission to do so.

WHAT TO DO IF THERE IS A GAS LEAK?

Call 911 and Call Lansdowne Centre Security at 604-207-4264.

Shut down equipment.

Evacuate building, closing doors as you leave.

WHAT TO DO IF THERE IS A CHEMICAL, BIOHAZARD OR RADIATION SPILL?

Any uncontrolled release of hazardous materials is considered a spill and these procedures must be followed.

Evacuate immediate area. Shut down equipment.

Isolate area and prevent re-entry.

Call 911 and follow 911 Procedures.

Provide the following information about the spilled material to the operator.

Location (street address, building / department, room number)

Any injuries

Chemical Name

Quantity

Hazards

Do not hang up until the operator releases you.

Wait for emergency personnel outside the main entrance of the building. Provide information (e.g. SDS).

Call Lansdowne Centre Security at 604-207-4264.

Inform Supervisor or Department Head.

What do the Workplace Hazardous Materials Information System (WHMIS) symbols mean?

Symbols and Pictograms are graphic images that immediately show you what type of hazard a hazardous product presents.

WHMIS 2015 Pictograms (Note: Each Pictogram is accompanied by the physical and health hazards classes/category that it represents)

PERSONAL SECURITY

WHAT INFORMATION IS IMPORTANT TO ENHANCE PERSONAL SECURITY IN THE WORKPLACE?

Know the location of the nearest phone, alarm and exits.

Have emergency numbers posted by the phone.

When possible, do not work alone.

If you are working alone or in isolation, your supervisor is required to develop a Working Alone Safety Plan with checks at regular intervals

WHAT IS THE BEST METHOD FOR APPROACHING STRANGERS IN THE WORKPLACE?

Be friendly but assertive.

Ask if you can direct the person.

If the person is hostile, retreat and call the Front Desk or 911 in an emergency.

Do not attempt to evict the person yourself.

WHAT INFORMATION IS IMPORTANT TO ENHANCE PERSONAL SECURITY OUTSIDE THE WORKPLACE?

Walk with someone else whenever possible. Contact Lansdowne Centre's security at 604-207-4264. Stay in busy, well lit areas. Do not take shortcuts through low-traffic areas.

Use caution when stopping to give strangers information or directions, especially at night.

If you suspect you are being followed, change directions, cross the street and go to a busy, well lit area. Report the incident to the police immediately.

Park your car or bicycle in a busy, well lit area. If this is not possible, or if you are returning to your vehicle late at night, call Lansdowne Centre security, or have someone accompany you.

Be alert as you return to your vehicle. If someone is hanging around – leave. Have your keys ready as you approach.

Lock your door and keep your windows rolled up.

WHAT SHOULD YOU DO IF YOU FEEL THREATENED?

Trust your feelings.

Put distance between yourself and the other person.

Use assertive verbal language and strong body language.

Get the attention of others – YELL!

WHAT SHOULD YOU DO IF YOU WITNESS A CRIME?

Call 911 and then the Front Desk.

Do not place yourself in danger by attempting to apprehend or interfere with a suspect.

Get a good description of the suspect. Note physical characteristics, clothing, direction and mode of travel.

Note the license plate number as well as the make and colour of any vehicle which may be involved.

PREPARING FOR AN EMERGENCY

An emergency, disaster, accident or injury can occur at any time and without warning. Being prepared to handle an emergency is an individual as well as an organizational responsibility. Supervisors are responsible for ensuring that employees are aware of safety procedures and emergency protocols.

WHAT CAN MY DEPARTMENT DO TO BE PREPARED?

Establish a local health and safety committee (LHSC)
Develop a Building Emergency Response Plan (BERP)
Post the Emergency Evacuation Plan (EEP)
Develop a designated Evacuation Assembly Plan (EAP)
Appoint a Building Emergency Director (BED)
Appoint floor wardens for each floor or area
Have trained first aid attendants (OFA 1)

WHAT CAN I DO TO BE BETTER PREPARED FOR AN EMERGENCY?

Be familiar with your building Emergency Response Plan (ERP)
Know where fire pull alarms, fire extinguishers and first aid kits are located
For more information and/or training on safety issues, contact Risk Management Services (604-730-1628)

EMERGENCY CONTACT NUMBERS

Fire, Police, Ambulance	911
Hazardous material Response	911
First Aid (Front Desk)	604-730-1628
Hospital Care (Front Desk)	604-730-1628
Poison Control (Front Desk)	604-730-1628
Security (Lansdowne Centre)	604-207-4264

WHEN SHOULD I CALL 911?

An event that involves an immediate threat to a person or property (e.g. bomb threat, attack, gunshot, fire, car accident); Medical emergency (e.g. fall, head trauma, severe burn, uncontrollable bleeding, persistent or sudden chest pain, breathing emergency, severely altered level of consciousness); A serious crime that is in progress or has just occurred (e.g. sexual assault, robbery, break and enter [if there is a suspect on scene]).

REVIEW

The Management Committee, in consultation with the President, Department Heads and Director of Operations, is responsible for making any revisions to this policy. This policy will be reviewed and updated every three (3) years.

DESIGNATED AUTHORITY

The Director of Operations, in consultation with the President and Department Heads and/or Directors, is responsible for administering this policy and for the development and subsequent revision of any associated procedures.