



NORTHEASTERN UNIVESRITY TORONTO EMERGENCY OPERATIONS PLAN

SEPTEMBER 2024

NORTHEASTERN UNIVERSITY | TORONTO





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1. INTRODUCTION

1.1. PURPOSE

Northeastern University Mission Statement

Northeastern seeks to contribute to the individual fulfillment of each member of the campus, to the welfare of the surrounding communities, and to solutions that will address global and societal needs.

Purpose

The purpose is to give clarification and guidance for students, faculty, staff, and guests and to coordinate activities in times of an emergency or crisis. The primary objectives of the Emergency Operation Plan are:

Preparation: activities undertaken to provide the Toronto campus with the operational capability to effectively respond to an emergency before it occurs.

Mitigation: activities that may either prevent an emergency from occurring or reduce the campus' vulnerability in ways that minimize the adverse effects of an emergency.

Response: activities that take immediate action to an emergency, which is either imminent or occurring.

Introduction

This emergency management plan provides a campus strategy for preparing students, faculty, staff, and guests in responding to emergencies on the Northeastern University Toronto Campus.

An emergency is any event or condition that presents an imminent risk of death, serious injury or illness to persons, suspension, or significant disruption of university operations, significant physical or environmental damage, or significantly threatens the University's regional operations.

The Goal of the Plan

The goal is to maximize human safety and survival, minimize danger, preserve, and protect property and critical infrastructure, provide for responsible communications with the campus community and the local public during and after an emergency, and restore normal activities.



Scope

The EOP applies to all NU global networks, divisions, departments, and offices on the education centers; and other NU-related facilities. International travel and crises domestic and abroad are governed by plans through the Global Safety Office. The EOP does not supersede or replace the procedures for safety, hazardous materials response, or other procedures that are already in place at NU. It supplements those procedures with an emergency management structure, which provides for the immediate focus of management on response operations and the early transition to recovery operations. An emergency is defined as any incident, natural or human-caused, planned, or unplanned, that compels action to protect lives, public health, or property to best ensure the safety of the community. Emergencies include any incident that materially impacts or has the significant potential to impact, the ability of the university to carry out core functions. Impacts may include physical and/or mental harm to people; damage or disruption to campus property, facilities, roads, critical infrastructure, people, essential technology, access to commodities; or widespread impacts within the surrounding community that affect the university.



1.2. SITUATION OVERVIEW

Toronto Operations Team

The **Toronto Operations Team is responsible** to formulate and lead the campus response to an emergency. The campus operations teams consist of those staff members that the Dean and/or Operations Director delegate as responsible for daily campus operations, including safety and security. The team will:

Provide essential training and education for all Toronto campus staff

Maintain relationships with local and Boston based safety, health and emergency partners including NU Police, and Toronto Emergency Management, Police and Fire Departments

Facilitate and promote the use of university resources when necessary, and

Promote awareness among students, staff, faculty, and guests utilizing the campus.

Emergency Notification and Communications

The campus Dean or Campus Operations Director will initiate the communication plan to notify students, faculty, staff, and the public concerning all major emergencies (including weather and natural disasters), as well as other conditions that present a potential threat. If there is a potential impact to campus operations, the approach shall be as follows:

1. Campus Dean or Campus Operations Director activate and request assistance from GSOC.
2. Incident Assessment Team (IAT) along with the Campus Dean or Campus Operations Director accumulate information around the issue, peer group approaches, local industry approaches, and send SVP for Global Network & Strategic Initiatives a recommendation for any campus outside of the BOS region to transition to remote operations.
3. SVP for Global Network & Strategic Initiatives would then calibrate, aka challenge, the recommendation with the team, update as necessary, and then send to Senior Leadership Team (SLT) for discussion and approval.
4. SLT then updates the President on our approach for the impacted campus, as appropriate.
5. SCT, IAT, and Emergency Management assist in coordination of resources for on-ground operations.

Notifications will communicate specific instructions, or suggestions, to all involved parties responding to the emergency. This communications strategy will use a myriad of resources,



including email alerts, mobile text alerts, and media (including social media) in accordance with the communications plan.

Facilities

The Campus Dean and/or Campus Operations Director will work with building management to ensure that procedures are in place for the safe maintenance of the campus environment, as well as the critical utilities necessary for business continuity.

The Campus Dean or Campus Operations Director will also work directly with the Senior Director of Global Site Security to ensure that the campus is following all protocols to promote and maintain the safety of students, faculty, and staff. Under the guidance of the Senior Director of Global Site Security, the campus will comply with *The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (The Clery Act)*.

The Clery Act requires colleges and universities; both public and private, participating in federal student aid programs to disclose campus safety information, and imposes certain basic requirements for handling incidents of sexual violence and emergency situations. Disclosures about crime statistics and summaries of security policies are made once a year in an Annual Security Report (ASR), and information about specific crimes and emergencies is made publicly available on an ongoing basis throughout the year.

Information Services

The Campus Dean and/or Campus Operations Director has developed a protocol with Information Services to maintain administrative systems; computer software, hardware, and network connections; and classroom technical support critical to business continuity on the campus.

Interpersonal Violence Threats

In the event of a threat of violence to an individual staff, faculty, or student on campus, the Campus Dean or Campus Operations Director will immediately refer the matter to the Toronto Police Department and notify the appropriate university offices (NU Police, Global Site Security, HR, Student Affairs, etc.) so that potential violence may be prevented.

Communication Plan

The Campus Dean or Campus Operations Director will coordinate with the SVP for Global Network & Strategic Initiatives and the Strategic Continuity Team to establish standard language responses to any incident that potentially impacts campus operations. The Campus



Dean or Campus Operations Director have the same resources available as any emergency response team for Northeastern University.

The Campus Dean and/or Campus Operations Director will develop a database of key contacts needed in a response to be stored on a shared database. Contacts should include:

- Emergency Management Contacts
- Law Enforcement & First Responders
- Local Elected Officials
- Media Relations
- Operations Team Members
- Students, Faculty, and Staff
 - Emergency Contact Information

NU Alert System

The University employs the NU Alert system to communicate emergency notifications and timely warnings to the affected University campus. A test of the NU Alert system is conducted on an annual basis to ensure proper functionality. Messages sent from the NU Alert system are sent to university email accounts and to enrolled mobile phone numbers via text message. NU Alert messages will be sent to all community members with contact information associated with the affected campus. The NU Alert system is updated daily through centralized University databases. Members of the community are reminded to update their university contact information at the beginning of each semester, or at any time, by visiting the Student Hub for students, and Workday for employees. The Office of Emergency Management (OEM) plans, publicizes, and conducts a test of the NU Alert emergency response and notification system at least annually, and maintains a record documenting each test, including a description of the test, date, and time of the test, and whether it was announced or unannounced.



Methods of NU Alert Communication

Emergency Notifications: GSOC, NUPD, or Campus Operations Team receives information through local municipal law enforcement, and other media sources. Reported emergencies will be confirmed by trained responders on the scene, by security cameras, or a combination of both. If NUPD/local officials confirm, based on information received from these sources, or others, that there is an emergency or dangerous situation that poses an immediate threat to the health or safety of the University community, the University will, through NUPD or Campus Operations, without delay, and taking into account the safety of the campus community, determine the content of the emergency notification and initiate the notification system. The only reason an emergency notification would not be immediately issued for a confirmed emergency or dangerous situation would be if doing so would compromise efforts to assist a victim, contain the emergency, respond to the emergency, or otherwise mitigate the emergency. The emergency notification will contain information regarding the event, as well as instructions regarding immediate protective action that should be taken. The NU Alert system will send emergency notifications to the affected population via text message to mobile phones and via university email. Follow up messaging will be sent to the University community when such instructions are required and/or emergency conditions have abated utilizing the same methods of notification as the initial message at minimum.

Timely Warnings: The University, through NUPD, issues timely warnings concerning Clery Act crimes that occur on the University's Clery geography, where those crimes pose a confirmed, ongoing threat to the safety of the campus community. The decision to issue a timely warning is made on a case-by-case basis, as soon as pertinent information becomes available, and in light of all known circumstances surrounding a crime, including factors such as whether there exists a continuing threat to the campus community, whether the perpetrator has been apprehended, and the possible risk of compromising law enforcement efforts.

NUPD Advisories are a method of communication that may be used to facilitate mass email notifications to the University community, to specifically affected University populations, or through NUPD social media accounts. NUPD Advisories are utilized to share important information that does not necessarily rise to the level of an emergency notification or timely warning. They may also be used to inform the community about relevant safety awareness campaigns.



University Status

The university categorizes emergencies in terms of their impact or potential impact to campus operations. Each category of emergency is named to identify what is happening and/or where it is happening.

University Status	Description	Emergency Level
Steady State	Normal operations	N/A
Enhanced Monitoring	Minor impact to campus operations, or the potential to impact campus operations; Toronto Operations Team, OEM & IAT monitoring (e.g., water main break, facility utility disruption, snow emergency, weather emergency, etc.).	Level 3
Partial	High potential to impact campus operations; Toronto Operations Team, OEM & IAT monitoring and coordinating (e.g., demonstration, major weather emergency, Special Security Event).	Level 2
Full	Major incident is occurring with high impact to campus operations; EOC is open, Toronto Operations Team, OEM & IAT monitoring and coordinating (e.g., pandemic, active threat).	Level 1



2. CAMPUS INFORMATION

2.1. SITE INFORMATION/COORDINATES/STRUCTURES

Toronto Campus

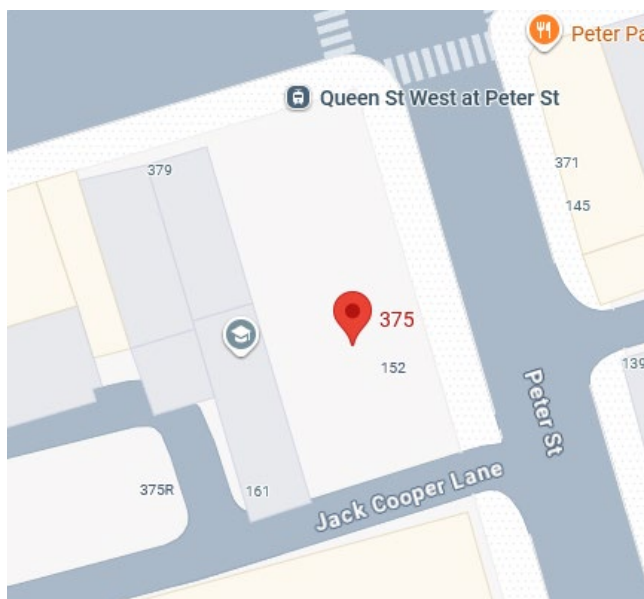
375 Queen Street West

Toronto, ON

Toronto@Northeastern.edu

(888) 660-6938

Campus Coordinates



Building Description

Building address: 375 Queen Street West

Building type: Commercial/Office

Number of above grade stories: 7

Number of below grade stories: 0



2.2. EMERGENCY INFORMATION

Toronto Emergency Services | Police, Fire, and Medical

Emergency – 911

Non-emergency Crime Reporting – (416) 808-2222

Non-emergency City Information – 311

Poison Control Center – (416) 813-5900

Visit – tps.ca

NU Contract Security: Paladin

Phone: (416) 220-5721

Building Management & Security

Allied Security – 647-926-1712

Global Safety Operations Center [GSOC]

Phone – (617) 373-5000

Toll-free Emergency – +1 833-373-3303

Email – NUglobalops@northeastern.edu

Northeastern University Police Department [Boston]

Emergency – (617) 373-3333

Non-Emergency – (617) 373-2121

Visit – Nupd.Northeastern.edu

Local Emergency Health Resources

Toronto General Hospital

200 Elizabeth St.

Toronto, ON

M5G2C4

Phone (416) 340-3131



2.3. THREATS AND HAZARDS

Natural Hazards

A natural hazard is a natural phenomenon that might have a negative effect on humans and other animals, or the environment. Natural hazard events can be classified into two broad categories: geophysical and biological.

Human-related Hazards

Anthropogenic hazards or human-made hazards can result in the form of a human-made disaster.

Technological Hazards

A hazard originating from technological or industrial conditions, including accidents, dangerous procedures, infrastructure failures or specific human activities, that may cause loss of life, injury, illness or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

Hazardous Materials Incident

Hazardous Materials Incident is defined as any incident involving the release, abandonment, discharge, or deposit of any hazardous material from its intended container, which, unless otherwise provided herein, has the potential to harm persons, property, or the environment.



2.4. RESPONSE

2.4.1. Initial Actions

When an emergency occurs, the **Toronto Emergency Services** must be contacted as soon as possible. Dialing **911** is the preferred method of reporting an emergency.

When an emergency occurs, campus personnel must quickly determine what initial response actions are required. Determining the appropriate actions to take is a three-step process:

1. Identify the type of emergency.
2. Identify the level of emergency:
 - a. **LEVEL 1 EMERGENCY:** Major incident is occurring with high impact to campus operations; Toronto Operations Team, OEM & IAT monitoring and coordinating (e.g., pandemic, active threat). Typically requires assistance from outside agencies. For LEVEL 1 Emergencies it is important to remember that the response time of outside agencies may be seriously delayed.
 - b. **LEVEL 2 EMERGENCY:** High potential to impact campus operations; Toronto Operations Team, OEM & IAT monitoring and coordinating (e.g., demonstration, major weather emergency, Special Security Event). A moderate emergency that may require assistance from outside agencies.
 - c. **LEVEL 3 EMERGENCY:** Minor impact to campus operations, or the potential to impact campus operations; Toronto Operations Team, OEM & IAT monitoring (e.g., water main break, facility utility disruption, snow emergency, weather emergency, etc.). A minor emergency that is handled by school/office personnel without assistance from outside agencies.

3. Determine immediate action(s) that may be required

Once the type and extent of an emergency has been identified, school personnel can determine if an *immediate response action* is required. The most common immediate actions initiated during school emergencies are:

- Shelter-in-place
 - A condition where the recommended action is for all people in a building to stay in or seek a room/area that can be locked or secured.
- Lock down.
 - A condition where a particular human threat exists, and a building or buildings needs to have exterior doors/entrances locked, to prevent an un-authorized person or persons from entering the building.
- Evacuation
 - The urgent immediate egress or escape of people away from an area that contains an imminent threat, an ongoing threat or a hazard to lives or property.



2.4.2. Executing Decisions

The Campus Dean and/or Campus Operations Director will serve as the Emergency Coordinator (EC) and decides whether to activate the emergency response procedure. Once initiated, the Campus Dean and/or Campus Operations Director briefs the SVP for Global Network & Strategic Initiatives. The Toronto team will immediately assemble (in-person or virtually), assess the emergency, and determine the immediate staffing needs and response. The decision will be shared with the SVP for Global Network & Strategic Initiatives to calibrate, provide updates if necessary and send to SVP team for discussion and approval. SLT is responsible for updating the President on the approach for the impacted campus, as appropriate. The SCT and Emergency Management team will assist in coordination of resources for on-ground operations.

The Campus Dean and/or Campus Operations Director will monitor major incidents in the Toronto community. Decisions affecting the Toronto campus or immediate vicinity will be communicated to all essential personnel in Toronto along with Boston personnel to include SVP for Global Network & Strategic Initiatives.



2.4.3. Specific Hazard Response

2.4.3.1. Fire, Alarm, or Explosion Response

Upon discovering a fire, explosion, or smoke in the building:

1. **Activate** the fire alarm system by pulling the nearest fire alarm.
 - a. Check the integrity of the exit stairwells to ensure they are clear of smoke or any obstructions.
2. **Immediately DIAL 911.**
Secondary notification to on-site security
3. **Be prepared** to provide:
 - a. Your Location
 - b. Location of fire/smoke
 - c. Type of incident (chemicals present, etc.).

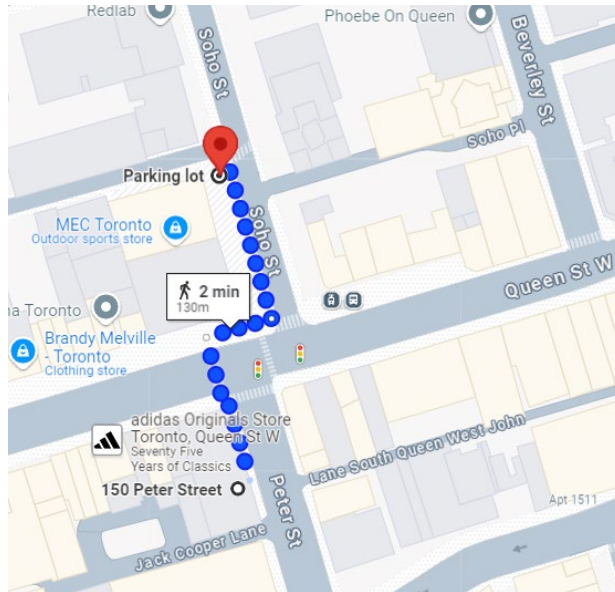
In the event of a fire, alarm, or explosion:

BUILDING SPECIFIC INFORMATION

1. The building alarm system will be activated.
 - a. Alert: 1st Stage Alarm – Slow pulsing, intermittent signal
 - i. Standby and prepare to evacuate building.
 - ii. Listen for instructions over the paging system.
 - b. Evacuate: 2nd Stage Alarm – Fast pulsing, continuous signal
 - i. Evacuate the building via the nearest exit stairwell.
 - ii. Close doors behind you
2. Begin evacuation immediately by exiting the building via the exit system.
 - a. The use of elevators when the building is in alarm is prohibited except by guidelines set forth by the Fire Department.
 - i. Elevators recall to the lobby level during building alarm.
 - b. Be familiar with the location of all exits / stairwells and select the safest exit/stairwell to use for evacuation based on the location of the fire and any information available. If affected by smoke, an alternate exit/stairwell shall be selected.
 - i. In the event of a fire, all doors above street level will unlock automatically.
3. If possible, take your personal belongings and proceed to the nearest exit quickly. DO NOT RUN. Please exit to the right side of the door leaving room for evacuation crews to enter.



5. Assembly Points:



**QUEEN STREET WEST
EMERGENCY ASSEMBLY POINT**

Meet at the Parking Lot across Queen Street near MEC Toronto; NW corner of Bulwer Street and Soho Street behind the silver sculpture.

6. Remain in Evacuation Assembly Point until you are given further instructions.



2.4.3.2. Medical Emergency Response

Do not move a seriously injured person unless he/she is in a life-threatening situation. *If the victim must be moved, support the head and the neck. Do not bend or twist the victim's body. Do not approach victims of electrocution or toxic exposure unless you are sure it is safe to do so.*

1. Remain calm. Alert your First Aid Attendant/Security.
2. Enlist help to call 9-1-1 and Building Personnel or Security.
3. Provide information about the nature of the emergency:
 - a. The exact location
 - b. Number of persons involved.
 - c. Condition of the patient
4. Attend to the person and administer First Aid.
 - a. Instruction will be provided by 911 Call-taker.
5. Appoint someone to ensure that an elevator has been secured for arriving Emergency Responders.
6. Direct someone to meet arriving Emergency Responders to escort them to the location of the patient.

Life Sustaining Resources:

- First Aid is provided by Operations Staff and Building Security
- AED is located at our sister property at 134 Peter Street.
 - Security/Operations would assist.
 - AED will be administered by building security at the necessary location.



2.4.3.3. Severe Weather Response

- Inform students, faculty, staff, and guests of the location of the nearest emergency shelter.
- Severe Weather Watch:
 - Conditions are favorable for severe weather in or near the area. Continue with normal campus operations but monitor the situation.
 - No communication is required – active weather monitoring is conducted by Operations Team, Global Safety Operations Center (GSOC), and Office of Emergency Management.
- Severe Weather Warning:
 - Severe weather event is imminent or occurring in the warned area. Act based on the emergency at hand.
 - Communication is typically recommended - Campus Dean and/or Campus Operations Director, SVP for Global Network & Strategic Initiatives and/or designee, Senior Director of Global Site Security, and the Office of Emergency Management assemble and determine appropriate notification.



2.4.3.4. On-Campus Violence Response

Active Threat & Weapons on Campus

- The University prohibits the use, possession, or sale of firearms, whether loaded or unloaded on campus, including residence hall rooms, by anyone other than University police or other law enforcement personnel, even if the person has a legal license or permit to carry the firearm.
- The University strictly prohibits the use or possession of all other dangerous weapons, including replicas.
- If you observe a suspicious person with a firearm or other weapon, whether actively shooting or acting in a suspicious/threatening manner, immediately DIAL 911 and alert on-site security and GSOC.
- If someone is actively shooting, quickly assess the situation and consider one of the following options:
 - Run: Evacuate, if possible.
 - Hide: Hide silently in as safe a place as possible, lock and barricade entryways.
 - Fight: Take action to disrupt or incapacitate the shooter, if necessary.

When Toronto Police Department or other emergency personnel arrive on the scene, follow their instructions exactly.

Remember that in these situations, the responding police officers do not know who the shooter(s) are, and they do not know who you are. They must take certain precautions for everyone's safety.

Swatting

Swatting is the act of making a false report to a community or emergency call-taker, typically claiming an active threat such as a shooting or bomb threat, to provoke a heavy law enforcement response to a specific location and community concern. These incidents can cause significant disruption, pose safety concerns, and strain community and emergency resources.

How to Be Prepared

To mitigate risks and ensure swift, effective responses, please keep the following in mind:

- Recognizing the Threat: Swatting calls often originate anonymously, leveraging spoofed numbers or online services. They typically claim immediate danger to trigger an urgent response.
- Incident Protocols: Ensure that all operational & security teams are familiar with



emergency response plans and communication procedures. Quick verification with law enforcement is key.

- Awareness & Training: Teams should be trained to ask the appropriate questions and communicate effectively with authorities to avoid unnecessary escalations.
- Call Handling: If you receive a suspected swatting call, keep the caller engaged while gathering critical details and alerting those nearby to assist with notifications to 911 and GSOC.
- Post-Incident Response: If a swatting event occurs, document the details, coordinate with law enforcement (911) immediately, notify the GSOC, and follow emergency response plans as instructed by first responders.

Important Steps to Take

- After recognizing the threat, complete the Active Threat Checklist (see checklist) try to obtain more information from the caller
- Alert security or a co-worker with a code word, or text/ping an operational/security group chat
- While the call recipient obtains more information, security/colleagues can call 911 and alert the GSOC
- Follow the guidance of first responders on the phone and on scene

Confirmation of the threat

- Are there two or more independent sources reporting the same thing?
- Can you or a colleague see or hear cues that confirm the threat?
- Have you received any communication from law enforcement or property management indicating that there is a threat in the vicinity?

If you feel as if the threat is confirmed, follow the Active Threat Guidance (Run, Hide, Fight).

See Active Threat Checklist.



2.4.3.5. Bomb Threats and Suspicious Packages

Bomb Threat

Bomb Threat Checklist & Suspicious Package Worksheet attached to packet.

When a bomb threat is received:

1. Listen. Remain calm and courteous.
2. Do not interrupt the caller.
3. Obtain as much information as possible.
4. Do not hang up.
 - a. If possible, enlist the help of co-workers to call 911 from another phone to advise them of the situation.
5. Complete the Bomb Threat Checklist.

If a suspicious package or object is located, DO NOT TOUCH IT. Immediately DIAL 911.

1. Do not handle the written communication more than necessary.
2. Immediately notify emergency services via 911.
3. Complete Suspicious Package Worksheet Instruction.



2.4.3.6. Regional Emergency

Toronto Office of Emergency Management

Website: www.Toronto.ca/OEM

Tornado

Toronto is vulnerable to tornadoes. During a tornado, immediately seek safe shelter, such as a safe room, basement, cellar, or a small interior room on the lowest level of a sturdy building. The bulk of damage that a tornado can cause originates from flying debris, destruction of buildings, vehicle damage and additional hazards. See Tornado Emergency Instruction Sheet attached.

Tornado Watch - Tornadoes are likely to occur in the watch area. Be ready to act quickly and take shelter, and check supply kits. Monitor radio and television stations for more information.

Tornado Warning - Imminent threat - A tornado has been sighted in the area or has been indicated by radar. Take shelter immediately.

Immediately following a tornado, Building Staff will be checking the integrity of the building and shutting down utilities if necessary. Be prepared to stabilize and take control of your own floor space until Building staff can assist or provide direction.

As soon as it is safe to do so, evaluate your floor space by initiating and assigning individuals to do the following:

1. Assess for damage.
 - a. Physical damage to the office and its contents, check for potential hazards.
2. Fire Control Team
 - a. Check for and extinguish small spot fires, gas leaks, etc.
 - b. If you detect a gas leak or large fire, immediately evacuate the area, take all injured occupants and emergency supplies with you.
3. Sanitation
 - a. Do not flush toilets!
4. Listen for emergency updates.
 - a. Radio or phone contact
5. Once the floor has been stabilized, contact the Building Personnel to report:
 - a. Status of the floor
 - b. Number of injured
 - c. Amount of emergency supplies
6. Follow directions of building personnel and/or first responders on scene.



Fires

Workplace fires spread extremely fast and emit heavy smoke that can cause suffocation. Following a tornado, broken gas lines and power lines may cause widespread fires.

If a fire occurs within the building, immediately locate the safest emergency exit, and follow evacuation instruction.

There are three elements of fire:

1. Fuel (furniture, plastics, grease, etc.)
2. Heat (matches, cigarettes, sparks, electric, etc.)
3. Oxygen

Fire needs all three elements. If you remove one, you can eliminate or reduce the fire. For example:

- a. Closing doors – reduces the amount of oxygen.
- b. Dousing with water – reduces heat.
- c. Using an ABC Type Fire Extinguisher – smothers the fire, reducing oxygen.
- d. Removing nearby draperies, papers, furniture – removes the source of fuel.

Fire Safety Tips:

1. In an emergency, use stairwells. Do not use elevators, unless instructed otherwise.
2. Feel the stairwell door with the back of your hand for heat, before opening the door.
3. If you encounter heavy smoke and heat, close the door, and proceed to another safe stairwell exit.
4. Most fatalities are a result of smoke inhalation, poisonous gases, and panic. Panic, a sudden overpowering terror, is usually the result of not knowing what to do.
5. Smoke detectors serve as an early-warning system. Smoke detectors save lives.
6. A sprinkler system is designed to suppress a fire. Sprinkler heads are activated one at a time by temperature.



Floods

Toronto is susceptible to floods, and the rainstorms can cause localized flooding. During floods, home and essential infrastructure may be damaged, sewers overflow, and public transit can be disrupted. With climate change, expect more flooding, especially along the waterfront and street storm drains due to the sea level rise, intense windstorms, and heavy rain.

If flooding does occur, remain on-campus until it is deemed safe to leave. Do not go to underground parking structures or loading docks. If on lower level, relocate to higher ground/floor of building using stairwell.

Flood Preparation:

- Create a Communications Plan
- Assemble an emergency kit.
- Know your risk.
- Sign up for notifications.
- Prepare your home, family, pets, workplace, etc.
- Charge your essential items.
- Leave when necessary.

During:

- Stay informed.
- Get to higher ground.
- Obey evacuation orders.
- Practice electrical safety.
- Avoid flood waters.

Recovery:

- Stay informed.
- Avoid flood waters.
- Avoid disaster areas.
- Heed road closed and cautionary signs.
- Be patient and wait for all clear notification.
- Make contact your emergency contacts.



Tornado Emergency Instruction Sheet

If you're under a TORNADO WARNING SEEK SHELTER RIGHT AWAY

INDOORS

Get to a safe room, basement, or storm cellar.



If there's no basement, get to a small, interior room on the lowest level.



Use your arms to protect your head and neck.



Stay away from windows, doors, and outside walls.



OUTDOORS

If you can safely get to a sturdy building, do so immediately.



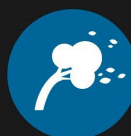
If there's no nearby shelter, take cover in a stationary vehicle & buckle up.



Do not get under an overpass or bridge. You're safer in a low, flat location.



Watch out for flying debris, which causes significant fatalities and injuries.





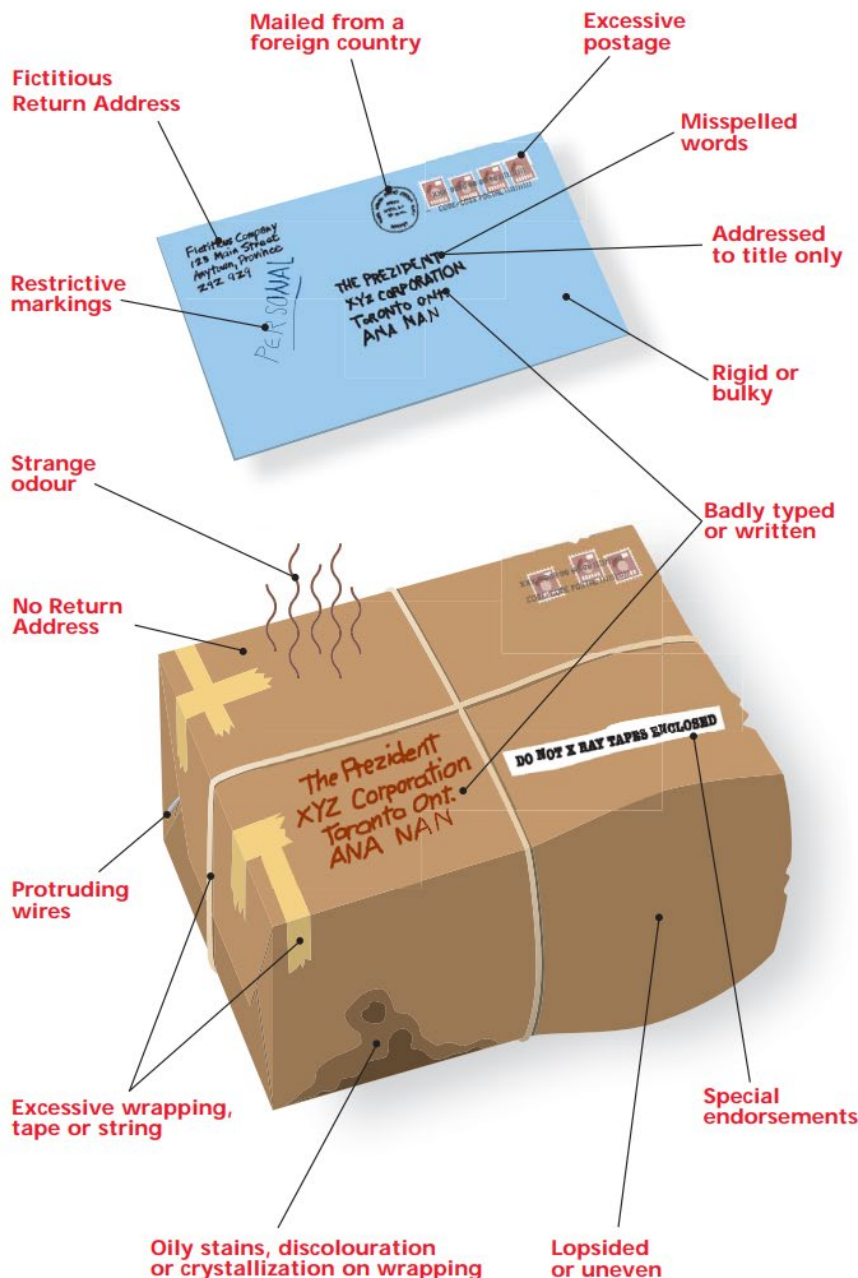
Suspicious Package Instruction Sheet

Suspicious Mail Alert



From anywhere... to anyone

If you receive a suspicious letter or parcel
(A COMBINATION of the following may constitute a suspicious mail item)



- 1** Immediately advise local emergency services of the situation.
- 2** Do not handle, shake, smell, or taste the suspicious article.
- 3** Isolate the article, and evacuate the immediate vicinity.
- 4** Anyone who has handled the article should immediately wash their hands with soap and water.

If a letter or parcel is open and/or a threat is identified

- For a Bomb:**
- Evacuate area immediately
 - Call local emergency services
- For Biological or Chemical:**
- Isolate – do not handle
 - Evacuate area immediately
 - Wash your hands with soap and warm water
 - Call local emergency services
- For Radiological:**
- Limit exposure – do not handle
 - Evacuate area immediately
 - Shield yourself from object
 - Call local emergency services

Corporate Security

www.canadapost.ca



Active Shooter Response Instruction Sheet

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

QUICKLY DETERMINE THE MOST REASONABLE WAY TO PROTECT YOUR OWN LIFE. CUSTOMERS AND CLIENTS ARE LIKELY TO FOLLOW THE LEAD OF EMPLOYEES AND MANAGERS DURING AN ACTIVE SHOOTER SITUATION.

1. Run

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. Hide

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place and lock the doors

3. Fight

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter
- Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

2. INFORMATION YOU SHOULD PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE

AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

- Increased use of alcohol and/or illegal drugs
- Unexplained increase in absenteeism, and/or vague physical complaints
- Depression/Withdrawal
- Increased severe mood swings, and noticeably unstable or emotional responses
- Increasingly talks of problems at home
- Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes



Bomb Threat Instruction Sheet

TELEPHONE BOMB THREAT CHECKLIST

CALLER'S VOICE:

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Clearing Throat
- Deep Breathing
- Cracking Voice
- Disguised
- Accent
- Familiar

BACKGROUND SOUNDS:

- Street Noises
- Children
- Voices
- PA System
- Music
- Household Noises
- Motors
- Office Machinery
- Factory Machinery
- Animal Noises
- Clear
- Static
- Local
- Long Distance
- Booth
- Other

If voice is familiar, whom did it sound like?

QUESTIONS TO ASK:

When is the bomb going to explode?

Where is it right now?

What does it look like?

What will cause it to explode?

Did you place this bomb?

Why?

What is your name?

EXACT WORDING OF THREAT:

THREAT LANGUAGE

<input type="checkbox"/> Well spoken / educated	<input type="checkbox"/> Incoherent	Sex of Caller: _____
<input type="checkbox"/> Taped	<input type="checkbox"/> Foul	Approximate Age: _____
<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by threat maker	Length of Call (Minutes): _____
		Phone # at which call was received: _____
		Date: _____ Time: _____

COMMENTS:

REPORT CALL IMMEDIATELY TO 9-1-1 AND SECURITY

Call received by: _____	Phone #: _____
Company: _____	Room #: _____



Active Threat Caller Checklist

Active Threat Caller Checklist

Caller Information:

- Full Name: _____
(Ask again later during the call)
- Caller's Location: _____
- Target Address/Name of Location: _____

- Phone Number (both calling from & provided): _____

Call Notes

- Time of Call (AM/PM): _____
- Date: _____
- Length of Call: _____

Additional Questions:

- Why are you reporting yourself? _____
- Why is there no noise in the background? _____
- What is that noise in the background? _____
(If inconsistent with the story)
- Why does it sound like you are typing on a computer keyboard? _____
- Are you targeting anyone in particular? _____

Caller Claims to Be Inside or Near a Building/School:

- How are you going to get inside the building? _____
- Do you know a member of the school? _____
- Where are you in the building? _____
- What are you near? _____
- Which building are you in/on? _____
(If multiple buildings in a complex)
- Do you know an employee? _____

Caller Claims They Are on Their Way or Planning to Target a Location:

- Where are you coming from? _____
- Are you in a car? _____
- When will you get here? _____



ACRONYM LIST

EC	EMERGENCY COORDINATOR
EOC	EMERGENCY OPERATIONS CENTER
EOP	EMERGENCY OPERATIONS PLAN
GSOC	GLOBAL SAFETY OPERATIONS CENTER
HR	HUMAN RESOURCES
IAT	INCIDENT ASSESSMENT TEAM
IT	INFORMATION TECHNOLOGY
NU	NORTHEASTERN UNIVERSITY
NUPD	NORTHEASTERN UNIVERSITY POLICE DEPARTMENT
OEM	OFFICE OF EMERGENCY MANAGEMENT
SCT	STRATEGIC CONTINUITY TEAM
SLT	SENIOR LEADERSHIP TEAM
SVP	SENIOR VICE PRESIDENT