



# EMERGENCY RESPONSE GUIDE

YORK UNIVERSITY SECURITY SERVICES:  
416-736-5333 or Ext. 33333 (On campus)

# 911

In a life threatening emergency call **911** then call York University Security Services. See the *BACK COVER* for other numbers to call in an emergency.



## ABOUT THIS GUIDE

The Office of Emergency Preparedness is responsible for emergency planning for the University and has prepared this Handbook so that faculty, staff, students and visitors to York University campuses are prepared to handle any emergency situation that may arise.

1. Read the entire Handbook and insert the following information on the back cover:
  - Names and phone numbers of your Manager, Building Emergency Captain and Alternate, Resident Life Coordinator, Emergency Response Wardens and First Aiders.
  - Assembly points you should go to if your building is evacuated.
  - Location of your First Aid Kit and/or Automated External Defibrillator.
2. Take time NOW to note these numbers in a wallet or diary that you have with you at all times:
  - If you work for the university, record your manager's telephone number and cell phone number.
  - **York University Security Services Emergency phone number: 416-736-5333 or Ext. 33333.**
  - York University Security Services General Inquiry phone number: 416-650-8000 or Ext. 58000.
  - Your Building Emergency Captain and their Alternate's phone number.
3. Make sure you:
  - Know where to find all stairwells on your floor.
  - Know about your floor evacuation plan.
  - Update the names and phone numbers in your Handbook as changes occur.

## ABOUT THIS GUIDE

## MEDICAL EMERGENCY

In case of an injury on campus requiring immediate medical attention:

- Ensure that first aid is provided by trained first aiders.
- Find out where the First Aid Kit and/or Automated External Defibrillator is located in your area.
- Call **911** and give them the following information:
  - The location of your building,
  - Exact location of the ill or injured person,
  - Describe the nature and severity of the medical problem,
  - Your name and telephone number.

Also:

- DO NOT move critically ill or injured person(s) unless it is essential for their safety. Try to make them comfortable.
- Call York University Security Services at Ext. 33333 or 416-736-5333 to let them know you called **911** and the reason for the call.
- Have someone MEET EMERGENCY PERSONNEL at the entrance to the building.

## MEDICAL EMERGENCY

## ASSISTANCE – SPECIAL NEEDS

York University is committed to ensuring that community members can evacuate safely in the event of an emergency. Please let your manager, residence life coordinator or instructor know if you need assistance of any kind to evacuate the building in an emergency.

An evacuation plan can be developed that may help you remain safe. For example, arrangements may be made for a colleague to volunteer as your 'buddy' in the event of an evacuation. In an emergency situation, your buddy may escort you to a previously designated safe area on your floor. City of Toronto firefighters will then evacuate persons at risk that are waiting in these designated areas.

If you have not made prior arrangements or are in a different building, notify the Emergency Response Wardens, faculty or manager on that floor that you are visiting and advise them of your needs.

If you are in a life threatening situation – always call **911** first. Call York University Security Services afterwards, if possible at Ext. 33333, or by calling 416-736-5333 or by using a Safety Phone if available.

## ASSISTANCE – SPECIAL NEEDS

## FIRE

In case of a Fire or upon discovery of a Fire:

- If you are trained to do so, try to put out a small fire using a suitable fire extinguisher.
- Leave the area immediately and close doors (unlocked) and windows behind you.
- Call **911**, Toronto Fire Services from a safe location.
- Activate the nearest fire alarm pull station to alert other occupants.
- Evacuate the building via the nearest stairs and exit. See **EVACUATION**.

If you encounter smoke, stay low and crawl if necessary. Smoke rises, so there is less smoke at floor level. Place clothing over your nose and face. Take short breaths through your nose to reduce the amount of smoke you inhale. If there is smoke in your stairwell, take another stairwell. If there is smoke in all stairwells, move to a safe location and call **911**.

## FIRE ALARM

All persons are required to exit a building upon hearing a fire alarm. You must leave the building and proceed through the nearest and safest emergency exit. When evacuating a building, if you see someone wearing the fluorescent orange or yellow vest and hat, they are trained Emergency Response Wardens – please follow their instructions and follow them out of the building to the designated assembly point. This is for your safety and the safety of those around you.

Upon hearing a fire alarm:

- Evacuate the building via the nearest stairs and exit. See **EVACUATION**.

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**FIRE**

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**FIRE ALARM**

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## EVACUATION

Evacuation is a protective action that may be ordered by emergency officials or York University Security Services when there is a significant threat posed to a specific building. Causes of an evacuation could include emergencies such as: fire, bomb threat, chemical release, flood, power outage or violent person.

Notification of an Evacuation is typically undertaken by York University Security Services. Depending upon the circumstances, the fire alarm may be activated if an immediate evacuation is required. You may also be notified by your Building Emergency Captain, Emergency Response Warden, by telephone, email or through activation of the LCD screens.

When evacuating a building if you see someone wearing the fluorescent orange or yellow vest and hat, they are trained Emergency Response Wardens – please follow their instructions and follow them out of the building to the designated assembly point. This is for your safety and the safety of those around you.

- Be aware of where emergency exits are located in buildings.
- Never use the elevators during an evacuation.
- Close doors (but do not lock) and windows.
- In an immediate life threatening situation leave with a minimum of personal affects (keys, purse, coat etc.).
- Make sure any personal or confidential information is secured.
- Assist those with special needs.
- Once out of the building, go to the designated assembly point at least 100 metres away, as directed by the Emergency Response Wardens. This spot should be a reasonable and safe distance from the building.
- Keep clear of fire routes, hydrants and walkways used for emergency vehicles and personnel.
- Do not return to an evacuated building unless told to do so by emergency services or York University Security Services.

## EVACUATION

## VIOLENT PERSON/ASSAULT

Should you discover that there is a violent or potentially violent person in your building or area, take the following steps:

- DO NOT CONFRONT THE PERSON. If safe to do so, remove yourself from the situation and go to a safe place.
- Call Toronto Police Services via **911** as soon as possible and provide the following information, or have someone else call for you:
  - The location of the suspect
  - Description of suspect, including name (if known), gender, race, height, hair colour, clothing description, weapons seen or indicated, what they said, did they indicate a specific target, direction of travel if they have left, and other information the operator requests
  - Building name, location and floor
  - Nature of business of the building (i.e. residence, lecture hall, research labs, fine arts, registrar's office, etc)
- Request an ambulance for anyone who is injured
- Notify others in the area of the situation using any means possible. (i.e. tell them directly, telephone, runners, etc.). Be prepared to initiate a "lockdown" if necessary.

REMEMBER: If you are in a life threatening situation – always call **911** first. Call York University Security Services afterwards, if possible at extension 33333, or by calling 416-736-5333 or by using the Safety Phone if present.

## VIOLENT PERSON/ASSAULT

## SUSPICIOUS BEHAVIOUR

What is suspicious behaviour? Anything that is “out of place” given the time and conditions. Abnormal behaviour, clothing or activity. Examples include:

- Person(s) running as though they are being pursued or are pursuing.
- Person(s) carrying certain property at odd hours or locations (i.e. office machinery, laboratory equipment, locked bicycle, property inside their clothing, etc.)
- Person(s) walking slowly in hallways attempting to open doors.
- Person(s) attempting to hide at the sign of others.
- Person(s) recording or monitoring activities on campus (i.e. cameras, binoculars, near a key facility)
- Person(s) attempting to gain information regarding security measures, building plans, key facilities or staff
- Person(s) mapping out routes on campus, playing out scenarios, monitoring key facilities, timing traffic lights or traffic flow on campus.

Make the campus a safe place by being alert to suspicious situations and promptly reporting them to York University Security Services at Ext. 33333 or 416-736-5333. Provide the following information:

- Location of the incident.
- Nature of the incident.
- Description of person(s) involved including sex, race, clothing, age.
- Description of property involved.

Assist Security Officers when they arrive by supplying them with all additional information. Never assume that an individual wandering through a building is a staff member. Asking “may I help you” can discourage the dishonest without intimidating the legitimate visitor.

Other preventative measures that you can take to ensure a safe and secure campus include:

- Reporting broken doors, windows and locks.
- Store, lock and inventory your department’s keys, access cards, uniforms and vehicles.
- Shred or destroy all documents that contain sensitive personal or organizational information that is not needed.
- Store and lock personal items such as wallets, purses, and identification when not in use.

## SUSPICIOUS BEHAVIOUR

## SEVERE WEATHER

Severe storms can occur at any time of year and affect the campus. Thunderstorms, tornadoes, hail, blizzards, ice storms, high winds and heavy rain can develop quickly and threaten life and property. In the event of a weather emergency, listen to the local radio or television stations for severe weather warnings and advice prior to commuting to campus.

York University Security Services continuously monitors weather conditions and the latest forecasts. Persons on campus may be notified of a weather emergency or a potential weather emergency through a variety of methods including the LCD screens located throughout campus, telephone, email or the York University website. The media may also provide you with notification.

In the event of a Thunderstorm on campus:

- Stay away from items that conduct electricity, such as telephones, appliances, sinks and metal pipes.
- If you are outdoors, take shelter immediately, preferably in a building but, failing this, in a depressed area such as a ditch or culvert. **Never go under a tree.**

In the event of a Tornado on campus, **take shelter immediately:**

- Go to the lowest level of a sturdy building.
- Do not go to your parked car.
- Avoid wide-span buildings, such as auditoriums.
- Seek shelter in small windowless rooms such as washrooms, or stairwells.
- Stay away from elevators, doors and windows. Flying glass is extremely dangerous.
- If you are caught outdoors and no shelter is available, lie flat in a ditch, ravine or other low-lying area, and shield your head with your arms.

In the event of a Blizzard or Ice storm:

- If you go outside, dress for the weather.
- Pay attention to branches or wires that could break due to the weight of any ice or heavy snow. Ice sheets could also do the same.
- Never touch power lines. During an ice storm, a hanging power line could be charged (live) and you would run the risk of electrocution. Remember also that ice, branches or power lines can continue to break and fall for several hours after the end of the storm.
- Freezing rain can make roads and sidewalks extremely slippery. Wait several hours after freezing rain ends so that maintenance crews have enough time to spread sand or salt on icy roads and sidewalks.

## SEVERE WEATHER

## EXPLOSION

In the event of an explosion in your building or in a neighbouring building, you must evacuate the building immediately. See **EVACUATION**.

If you are trapped in the building, remain calm and:

- Assess your personal health (injuries, severity, etc.).
- Attempt to use a solid object to strike a surface to signal your location.
- Follow the directions of emergency responders.

## EARTHQUAKE

Earthquakes of a moderate magnitude can occur in the Toronto area. In the event of an earthquake:

- Take immediate shelter under tables, desks or other objects that will offer protection against flying glass and debris. Step under a doorway or into a hall or corridor. Keep away from skylights and large overhead light fixtures. Protect your face and head with your arms. If possible, keep at least 5 metres (15 feet) away from windows to avoid flying glass. Stay there until the shaking stops.
- If you need assistance, call York University Security Services at Ext. 33333 or 416-736-5333.
- If fire occurs, call **911** and follow the procedures outlined in **FIRE**.
- Do not evacuate the building until the shaking has stopped. See **EVACUATION**.
- Help those who need first aid or need to be rescued. Those who are seriously injured should be evacuated first using the stairwells.
- Walk calmly out of the building. **DO NOT RUN**. Watch out for falling debris or electrical wires as you exit.
- Go directly to your designated emergency assembly point, at least 100 metres (300 feet) from all buildings and away from falling debris or electrical wires.
- Wait for further instructions.

EXPLOSION

EARTHQUAKE

## SHELTER-IN-PLACE

Shelter-in-place is a precaution to help keep you safe by remaining indoors. You may be instructed to shelter-in-place in the event of an emergency, such as the accidental or intentional release of dangerous goods into the atmosphere. This could occur where there are chemical, biological, radiological or nuclear contaminants in the air.

Notification of a Shelter-in-Place is typically undertaken by York University Security Services. You may also be notified by your Building Emergency Captain, Emergency Response Warden, by telephone, email or through activation of the LCD screens. The media may also provide you with notification.

If instructed to Shelter-in-Place:

- Close and lock all windows and exterior doors. If there is danger of an explosion, close all window coverings (e.g., shades, blinds, curtains). Also turn off all fans, vents, and heating and air conditioning systems. For assistance contact Facilities Services at Ext. 22401.
- If possible, take refuge in a small, interior room, with no or few windows. In case of a chemical threat, an above ground location is preferable, as chemicals heavier than air may seep into the basement even with the windows closed.
- Although most shelter-in-place orders usually last only a few hours, take any emergency kits with you to have a supply of food, bottled water, first aid supplies and medications on hand.
- Have a working radio available so you can listen to the media to know when it is safe to come out or if you will need to evacuate the area.
- Do not leave the building or go outside until advised that it is safe by emergency services or York University Security Services.
- Try to have a hard-wired telephone inside the room in which you are seeking shelter. This will provide a backup to any cellular equipment you may have.
- Avoid using the telephone unless you are reporting an emergency or it is absolutely necessary. Emergency responders and those who need immediate emergency assistance will need all available lines.

## SHELTER-IN-PLACE

## POWER FAILURE

Power interruptions can occur for a variety of reasons and may last from minutes to days.

In the event of a power failure:

- Do not panic, remain calm.
- Immediately call Facilities Services at Ext. 22401 during working hours. After regular hours contact York University Security Services at Ext. 33333 or 416-736-5333. Tell them:
  - Room and floor number where power failure has occurred,
  - Details of the power failure,
  - Your name and telephone number.
- Remain on your floor and wait for instructions.
- Provide assistance to others in your immediate area that may be unfamiliar with the space.
- If requested, accompany and assist persons with disabilities who may need assistance.
- Emergency lighting in stairwells and throughout the building will turn on until the problem is solved.
- If you are in an unlit area, proceed cautiously to an area that has emergency lights.
- If instructed to evacuate, proceed cautiously to the nearest clear exit. See **EVACUATION**.
- Planning for such situations includes having a flashlight available. Mini flashlights can be kept in purses, jacket pockets and desks. Emergency Response Wardens on your floor will also have flashlights.
- If you are stuck in an elevator, stay calm. Use the emergency telephone to alert York University Security Services that you are trapped inside an elevator and the location of the elevator.

## GAS LEAK

Natural gas leaks may occur and have the potential to cause an explosion. Natural gas is lighter than air and rises. An odorant that smells like rotten eggs is added to natural gas to make even the smallest leak easy to smell. If you notice the smell of rotten eggs indoors or out, here's what you need to know.

If you smell gas indoors or outdoors:

- Immediately notify your manager, instructor or resident life coordinator and York University Security Services at: Ext. 33333 or 416-736-5333 from another location.
- York University Security Services will investigate the situation immediately and will take any action required, including notifying the facilities branch.
- DO NOT USE your telephone or cellular phone where the smell is present.
- DO NOT USE electrical equipment or switch the lights on or off. Electrical arcing can cause an explosion.
- DO NOT START vehicles near the gas leak.
- DO NOT USE lighters or matches.
- DO NOT SMOKE.

If you smell gas indoors:

- Do not panic and stay calm.
- Cease all operations.
- Open doors and windows to let the gas out and fresh air in.
- Leave the area where the smell is present.
- If you are instructed to leave, or if you can hear a 'hissing' sound, evacuate the building immediately. Follow procedures outlined in **EVACUATION**.
- DO NOT USE fire alarm pull stations to evacuate the building as they have the potential to spark.

## FLOOD

In the event of a flood on campus:

- Do NOT attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal.
- Do not use flooded appliances or electrical outlets until they have been checked by the local power authority.
- If the flood is outside, avoid the flooded area as the ground below may be unsettled and could cave in.
- Never cross a flooded area. If you are on foot, fast water could sweep you away.
- If you are in a car, do not drive through flood waters. The water could be deeper than it looks.

**GAS LEAK**

**FLOOD**

## HAZARDOUS MATERIALS

In the event that there is a chemical, biological, radiological or nuclear spill on campus:

- Follow existing protocols and operating procedures in place.
- Determine the hazard before any attempt is made to clean it up.
- Only attempt to clean up low risk spills and then only small quantities.
- Control the source of a low risk spill by dyking or absorbing.
- Prevent chemicals from entering drains, if possible.
- If in doubt, do not attempt to clean up. Leave and lock the area.
- Isolate the affected area.
- Call **911** immediately if it is a high risk spill and evacuate the building. See **EVACUATION**.
- Call the Department of Occupational Health and Safety at Ext. 55491 (8:30am-4:30pm weekdays) or York University Security Services (after hours) at Ext. 33333 or 416-736-5333.
- Provide the following information to emergency responders:
  - The location, substance involved, whether it is a solid, liquid or gas, the amount spilled, your name,
  - Indicate if anyone has been exposed to the substance,
  - Whether the substance is contained,
  - Whether there are any hazard material placards on the containers.
- Wait in a safe area for the response team.
- DO NOT allow unauthorized personnel to enter the contaminated area.

## CIVIL DISTURBANCE

Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obstructive. A demonstration should not be disrupted unless one or more of the following conditions exists:

- Interference with the normal operations of the University.
- Blocking of access to offices, buildings, or other University facilities.
- Threat of physical harm to persons or damage to University facilities or property.

If any of the above conditions exist, immediately notify York University Security Services at Ext. 33333 or 416-736-5333. York University Security Services will be responsible for contacting the appropriate authorities, if required.

## LOCKDOWN

A lockdown is used to protect persons in the event of a violent or potentially violent situation on campus. You may be instructed to lockdown when there is an armed individual posing an immediate threat to the safety and well being of the York community. The individual may possess a gun, knife, explosive or other weapon.

Notification of a Lockdown is typically undertaken by York University Security Services. You may also be notified by your Building Emergency Captain, Emergency Response Warden, by telephone, email or through activation of the LCD screens.

If instructed to lockdown:

- Take shelter in the nearest secured place, i.e. classroom or office.
- Close doors. Lock doors if possible. Barricade the doors.
- If the lights in the room can be turned off – turn them off; turn off computers, cell phones, radios, or any device that may indicate the room is occupied.
- Close any blinds or curtains on windows. Stay away from doors and try to keep out of the line of sight of windows.
- Sit or lie on the floor or crouch behind or under desks. Be as invisible as possible.
- BE QUIET.
- Do not respond to anyone at the door until you are given the “all clear” by Toronto Police or York University Security Services.
- If you are directed to leave your secured area by police, do so as quickly and quietly as possible and follow their specific directions. Assist those who may require help moving.
- DO NOT USE CELL PHONES DURING A LOCKDOWN. They may interfere with emergency communications. Police, fire and ambulance radio systems can be negatively impacted by high cell phone volume. The only exception to the above is in the event of a medical emergency in your immediate area, or if you have information specific to the current threat.

If you are outside the building during a lockdown:

- DO NOT ENTER THE BUILDING.
- Move as far away as possible from the building under lockdown.
- Await further direction from Toronto Police or York University Security Services.
- Otherwise, go to a safe area of campus away from the scene.
- DO NOT CALL THE LOCATION THAT IS IN LOCKDOWN.
- Do not call anyone inside the building that is in lockdown. Information updates will be provided by police and University officials as soon as possible and safe to do so.
- Do not call York University Security Services for an update.

## LOCKDOWN

## ROBBERY

Robbery is the unlawful taking of property from someone by the use of violence or the threat of violence. Theft of property should not be confused with robbery. In the event of a robbery on campus follow these steps.

Obey the robber:

- Don't fight. Don't use weapons. Your personal safety is more important than any property.
- Do exactly as the robber asks. Hand over any property asked for. Don't delay or argue. The robber may be more frightened than you.
- Do not make any sudden moves. Tell the robber every move you are about to make before you do it.
- Do not activate any alarms or use the telephone until after the robber has left the area.
- Don't block any escape routes.

Remain cool and calm:

- Listen carefully to what the robber says.
- If possible avoid any eye contact.
- Observe what the robber looks like and develop a mental picture so that an accurate description can be given to the police.

After the robber has left:

- If you are able to do so, lock the doors immediately after the robber has left and call Toronto Police at **911** and then York University Security Services at Ext. 33333 or 416-736-5333.
- Don't chase or follow the robber. Don't be a hero. You could be mistaken for the robber in a pursuit by police.
- Don't touch a hold-up note or anything else the robber may have touched. Protect these areas for police examination.
- Write down the robber's description in detail as soon as is safely possible including sex, race, height, weight, build, eye and hair color, scars or tattoos, jewelry, approximate age, and clothing. If possible, note in which direction the suspect fled. Write down the description of any escape vehicle or license plate.
- Ask witnesses to stay until officers' arrival. If unable to do so, write down their names, and phone numbers.
- Do not discuss descriptions with other witnesses.

Robbery prevention tips:

- Don't count cash where the public can see you.
- If you work at a public counter, make frequent deposits so that there are never large amounts of money in your cash drawer. Be suspicious about people asking about your cash handling system, how much money you collect, or when you transfer the money from the drawer. Never answer questions such as these. Get a description of the person and notify your supervisor immediately.

## DISRUPTIVE PERSON

Consider the following tips when responding to disruptive person or where someone is being verbally harassed:

- Always be aware of your surroundings. Allow yourself and a disruptive person clear access to an exit point. Never trap people.
- Learn your “safety protocols”. Ask an associate for help discretely by developing a “code” or “signal” that might be used to say “Call **911**” or “Call Security”.
- If you anticipate a disruptive situation, tell others. This empowers them to assist you if you need to call for help.

When Confronted by Disruptive Person:

- Remain calm and be professional. Do not reflect the individual's behaviour.
- Acknowledge feelings and concerns and empathize with the person.
- Sometimes a person will verbally act out if an audience is present. Ensure that you make the discussion private but never secluded from help, should the person continue to escalate. Never trap angry people or yourself in a space.
- If a disruptive person is more responsive to another person, let that person handle the confrontation. Do not construe this as a negative reflection of your mediation skills. The person acting out may associate you with a negative aspect that has occurred in their life unknown to you.
- If the disruptive person wants to speak with a Supervisor, comply with the request.
- If the individual becomes threatening or abusive, tell the individual that their behaviour is unacceptable and that it must stop immediately.
- Document such incidents, even if you're successful in de-escalating. By reporting such incidents, you enable us all to enact protocols to ensure the safety of the Community remains top-priority.

If the situation escalates further:

- Put as much distance between yourself and the other person. If safe to do so, remove yourself from the situation and call **911**; OR
- Ask someone else to make the call to 911 for you.
- Follow-up your call to 911 with a call to York Security Services at ext 33333 or 416-736-5333.

## HARASSMENT

Harassment can occur in person, telephone, letter and email. Anyone threatening to cause injury or death to another person or cause damage to their property is committing a criminal offense. Threats of death are taken very seriously by the University. Report these immediately to York University Security Services and/or Toronto Police for investigation.

If you receive a threatening telephone call, letter or email:

- Usually the sender is anticipating a reaction from you. Do not overreact. Remain calm.
- Report the incident immediately to Security Services at extension 33333 or 416-736-5333. If a suspect is known, this information should be reported to the police.
- Never blow a whistle or yell into the telephone. The caller will know you are angry and the frequency of the calls may increase.
- Save any recorded messages, keep original letters and envelopes and limit the handling of these items for evidentiary purpose.
- Do not delete computer files or voice mail messages until the police have examined them.

# BOMB THREAT

If you receive a bomb threat:

- Do not panic and stay calm.
- Immediately record the callers exact words.
- Have someone immediately notify York University Security Services at Ext. 33333 or 416-736-5333.
- Any person receiving a bomb threat over the telephone should ask the caller:
  - Where is the bomb?
  - When is the bomb going to explode?
  - What kind of bomb is it?
  - What will cause the bomb to explode?
  - What does the bomb look like?
  - Why did you place the bomb?
  - What is your name?
  - What is your address?

Keep talking to the caller as long as you can and record the following information:

DATE AND TIME OF CALL: \_\_\_\_\_

AGE OF CALLER: \_\_\_\_\_

SEX OF CALLER: \_\_\_\_\_

LENGTH OF CALL: \_\_\_\_\_

CALLER'S VOICE: (Check all that apply)

- |                                    |                                   |                                   |                                  |  |   |
|------------------------------------|-----------------------------------|-----------------------------------|----------------------------------|--|---|
| <input type="checkbox"/> Calm      | <input type="checkbox"/> Rapid    | <input type="checkbox"/> Crying   | <input type="checkbox"/> Nasal   | <input type="checkbox"/> Deep Breathing  | <input type="checkbox"/> Accent         |
| <input type="checkbox"/> Angry     | <input type="checkbox"/> Soft     | <input type="checkbox"/> Normal   | <input type="checkbox"/> Stutter | <input type="checkbox"/> Ragged          | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Excited   | <input type="checkbox"/> Loud     | <input type="checkbox"/> Distinct | <input type="checkbox"/> Lisp    | <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Disguised      |
| <input type="checkbox"/> Slow      | <input type="checkbox"/> Laughter | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Raspy   | <input type="checkbox"/> Accent          | <input type="checkbox"/> Familiar       |
| <input type="checkbox"/> Whispered | <input type="checkbox"/> Deep     |                                   |                                  |  |   |

If the voice is familiar, who did it sound like? \_\_\_\_\_

BACKGROUND SOUNDS: (Check all that apply)

- |  |  |  |   |       |
|--|--|--|---|-------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Motor             | <input type="checkbox"/> Static        | <input type="checkbox"/> Animal noises      |       |
| <input type="checkbox"/> House noises  | <input type="checkbox"/> Music             | <input type="checkbox"/> Local         | <input type="checkbox"/> Clear              |       |
| <input type="checkbox"/> Voices        | <input type="checkbox"/> Office noises     | <input type="checkbox"/> Long distance | <input type="checkbox"/> Restaurant/Kitchen |       |
| <input type="checkbox"/> PA system     | <input type="checkbox"/> Factory machinery | <input type="checkbox"/> Booth         | <input type="checkbox"/> Shopping Mall      |       |
| <input type="checkbox"/> Aircraft      | <input type="checkbox"/> Train             | <input type="checkbox"/> Ship          | <input type="checkbox"/> Other              | _____ |

THREAT LANGUAGE: (Check all that apply)

- |                                      |                                     |                                |   |       |
|--------------------------------------|-------------------------------------|--------------------------------|---|-------|
| <input type="checkbox"/> Well spoken | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped | <input type="checkbox"/> Message Read by Threat Maker |       |
| <input type="checkbox"/> Foul/vulgar | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Other |   | _____ |

**BOMB THREAT**

## SUSPICIOUS PACKAGE

Some typical characteristics that should trigger suspicion include parcels that:

- Are unexpected or from someone unfamiliar to you.
- Are outdated or addressed to someone no longer with your department or the University (e.g. improper title).
- Have excessive postage, handwritten or poorly typed.
- Bear no return address, or one that can't be verified as legitimate.
- Are of unusual weight, disproportionate to its size, or is lopsided.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential".
- Exhibit protruding wires, strange odours, stains, or powders.
- Indicate a city, province or country in the postmark that doesn't match the return address.
- Have excessive string or tape to hold together.

Also keep an eye out for suspicious vehicles that may have the following characteristics:

- Low riding vehicles, especially with disproportionate weight towards the back of the vehicle.
- Vehicles left running with no driver.
- Vehicles parked haphazardly in apparent effort to hurriedly ditch, instead of properly park the vehicle.

If you receive a suspicious parcel/mail:

- DO NOT TOUCH the package as this could destroy fingerprints.
- Notify your supervisor or instructor.
- DO NOT USE cell phones or two-way radios near the package.
- IMMEDIATELY notify York University Security Services from a landline telephone at Ext. 33333 or 416-736-5333 and provide the following information:
  - The department name and floor number.
  - Details of the suspicious package.
  - Your name and telephone number.
- York University Security Services will conduct a threat assessment to determine the appropriate response.

If you receive an anthrax threat by mail:

- Notify your supervisor and York University Security Services.
- York University Security Services will contact the Department of Occupational Health and Safety and Toronto Police Services for threat assessment and response.
- Do not attempt to clean up any powder that may have spilled.
- Keep staff out the area in which the parcel is contained.
- Isolate anyone who has been exposed directly to or touched the parcel/mail or powder.
- Wash your hands with soap and water.
- Ensure that all persons who have touched the letter wash their hands with soap and water only.
- List all persons who have touched the letter or package including their contact information and provide the list to the investigating agency.
- Remove contaminated clothing as soon as possible and place in a plastic bag, or other sealed container and have available for the Police, should they request.
- Shower with soap and water.
- Seek medical attention as soon as possible.
- If the mail or parcel contains other types of hazardous materials, see **HAZARDOUS MATERIALS**.

How to handle mail in your area that will enhance safety:

- Do not leave mail unattended.
- Secure mail whenever possible.
- Be alert to any suspicious activity or persons who are in the vicinity of mail.
- Report suspicious activity immediately to Security Services at Ext. 33333 or 416-736-5333.

## SUSPICIOUS PACKAGE

# EMERGENCY RESPONSE GUIDE

**For all faculty, staff and students located on York University campuses**

## EMERGENCY PHONE NUMBERS

For situations where property or people are at immediate risk, for example a medical emergency, fire or a crime in progress, we ask that you contact **911** directly, and then contact York University Security Services at **416-736-5333** or Ext. **33333**.

Please do not call York University Security Services to obtain information about the emergency unless you have specific information to provide about the emergency. All updates will be provided through one or more of the methods listed below.

- Listening to the media (television and/or radio).
- Visiting the York University current status website at: <http://www.yorku.ca/epp/status.htm>
- Calling the York University information line at: 416-736-5600.
- Viewing the Emergency Liquid Crystal Display (LCD) Screens on campus.

Numbers to call in an emergency are listed below. Insert your Manager's, Resident Life Coordinator, Building Emergency Captain, Emergency Response Warden and First Aiders names and numbers in the spaces below. A pencil is recommended so you can keep this list up to date.

Emergency Service	Telephone #	Cellular #
Police, Fire, Ambulance	911	
York University Security Services	Ext. 33333 or 416-736-5333	
Occupational Health and Safety	Ext. 55491 or 416-736-5491	
Facilities Services	Ext. 22401	
Fire Prevention	Ext. 77290	
GoSAFE (Walking Escorts)	Ext. 55454 or 416-736-5454	
My Manager		
Building Emergency Captain		
Building Emergency Captain (Alternate)		
Resident Life Coordinator		

Emergency Response Wardens	Telephone #	First Aiders	Telephone #

Emergency Designated Assembly Point (Primary): \_\_\_\_\_

Emergency Designated Assembly Point (Alternate): \_\_\_\_\_

Location of First Aid Kit: \_\_\_\_\_

Location of Automated External Defibrillator: \_\_\_\_\_

**KEEP THIS GUIDE WHERE YOU CAN SEE AND REACH IT (e.g. UNDER YOUR TELEPHONE)**

Office of Emergency Preparedness  
Rev. August 11, 2010

