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**York University
Emergency
Preparedness
Guide**

**for People
with Disabilities**

www.yorku.ca/epp

YORK
UNIVERSITÉ
UNIVERSITY 



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Your Safety is our #1 priority!

Emergencies, fires, accidents and injuries can occur at any time and without warning. Being prepared and knowledgeable about York University’s emergency procedures is critical before, during and after an emergency situation.

The purpose of this guide is to assist persons with disabilities and community members in becoming familiar with this information.

Please read this guide thoroughly before an emergency. It could perhaps save your life or the lives of others.

If you have a disability, and require assistance



It is recommended that you self identify with the Physical, Sensory and Medical Disability Services Office, your professors or class instructors.

We encourage you to discuss your needs for evacuation assistance with your disability counsellor.

If you require assistance in planning your evacuation prior to an emergency, please contact the Office of Physical, Sensory and Medical Disabilities or the Office of Emergency Preparedness.

In circumstances where an individual has not self identified but has a visible apparent need, community members may ask the individual directly if they require assistance in an emergency.

Person with Disability

Consider arranging in advance a designated person to assist you during an emergency evacuation

If you see someone wearing a fluorescent orange or yellow vest and hat, they are Emergency Response Wardens, follow their instructions out of the building and to the designated assembly point

Have a personal alarm that emits a loud noise to draw attention to your whereabouts

Carry your fully charged cell phone with you at all times

If you are working alone, make sure someone is aware and able to reach you either by phone or in person

Community Members

Always ensure that any action you take does not put your life or the lives of others in danger

University community members should not carry persons with physical disabilities downstairs. This should only be done as a last resort in situations where the person’s life is in immediate danger

Notify 911 immediately if a person is left in a safe area and requires evacuation assistance

Mobility limitations may make it difficult for a person to use stairs, move quickly or traverse long distances. Mobility devices include: wheelchair, scooter, walker, crutches or a cane.

Firefighters and Emergency Responders are trained to assist persons with mobility issues to evacuate buildings.

Person with Disability

During an emergency evacuation or fire alarm; if you require assistance, ask other individuals around you for help

Inform them of your needs and how they can best offer assistance to you

Community Members

If a person in a wheelchair asks for your assistance you may, if it is safe for you to do so, assist them to relocate to a place of safety

A place of safety is an area away from smoke or fire. This maybe a stairwell, elevator lobby, a classroom or office with a door that can close to separate you from the smoke or fire

Allow the person to identify how best to assist them

Do not push or pull a persons wheelchair without their permission

Avoid attempts to lift, support or assist moving someone unless they are in imminent danger

Do not carry persons with physical disabilities downstairs, except as a last resort if they are in imminent danger



Once you have evacuated the building, immediately inform the Emergency Response Warden, Building Emergency Captain, York Security or other emergency official on scene of any person requiring assistance who remains in the building.

Emergency Survival Kit – Additional Items

- Tire Patch Kit
- Can of Tire Sealant (to repair flat tire)
- Spare inner tubes
- Pair of heavy work gloves (to protect hands from sharp debris or glass)
- Spare deep-cycle battery

Vision loss can include a broad range of conditions ranging from partial to complete blindness. A person’s ability to read signs or move through their surroundings during an emergency may be challenged.

Person with Disability

Familiarize yourself with emergency exits and evacuation routes on each floor of any building in which you work, live or study

During an emergency evacuation or fire alarm; ask for assistance if you require it

If someone is escorting you out, tell the person to advise you of any obstacles are and to give you verbal instructions

Ask them to inform you when you have reached a safe place. Ask them to orient you to your surroundings. Advise if you require further assistance

If you feel unsafe, ask someone to stay with you

Community Members

Ask if you can be of assistance

To communicate with a deaf blind person try tracing letters with your finger on the palm of their hand

Tell the person the nature of the emergency and offer to guide him/her

Offer your arm, walk at their pace, keep a half step ahead of them

As you walk, give verbal instructions; advise the person of where you are, of any obstacles, upcoming stairs or changes in direction

Describe locating positions such as “to your right/left, straight ahead/behind you”

When you have reached a safe place, orient the individual to where they are – ask if they require further assistance

Do not leave the person alone

Emergency Survival Kit – Additional Items

- Extra White Cane
- Talking or Braille Clock
- Large print timepiece w/extra batteries
- Extra vision aids
- Extra pair of prescription glasses
- Assistive/reading devices



HEARING

A person with hearing loss can be deaf, hard of hearing or late-deafened. In an emergency, the method in which emergency messages are issued becomes critical.

Person with Disability	Community Members
<p>Communicate your hearing loss through spoken language, sign language or using gestures (e.g. point to your ear while shaking your head)</p> <p>Keep a laminated card on your person that identifies you as a person with hearing loss, and indicate how best to communicate with you</p> <p>Watch for emergency messaging and/or instructions on the LCD screens</p> <p>Locations of the LCD screens can be found at www.yorku.ca/epp</p>	<p>Get the person's attention by using a visual cue (e.g. turning the lights on and off) or by gently tapping their arm</p> <p>Face the person and make eye contact as they may be reading your lips</p> <p>Communicate in close proximity, speaking clearly and naturally</p> <p>Use body language and gesture to help relay your message, indicate what is happening and what they should do</p> <p>Write a note stating the emergency and actions to be taken. (e.g. "FIRE - go out the side door, NOW!")</p>

Emergency Survival Kit - Additional Items

- Note pad, pen and/or pencil
- Whistle or noisemaker
- Assistive devices (e.g. hearing aids, cochlear implants or fm system)
- Waterproof container for assistive devices and batteries



NON VISIBLE

Non visible disabilities can include communication, cognitive, sensory, mental health, learning or intellectual disabilities in which a persons ability to respond in an emergency is restricted.

Person with Disability	Community Members
<p>During an emergency evacuation or fire alarm; if you require assistance ask other individuals around you for help</p> <p>Prepare an easy to understand list of things you need to do during an emergency</p> <p>Keep an emergency contact list on your person</p>	<p>Allow the person to describe what help they need from you</p> <p>Ask the individual what assistance they require of you. Say "My name is ____, and I'm here to help you."</p> <p>Find an effective means of communication (e.g. provide drawn or written instructions)</p> <p>State there is an emergency and that they need to leave the building</p> <p>Be patient, flexible and maintain eye contact when speaking to the person</p> <p>Breakdown information and directions into small simple steps</p> <p>Repeat yourself (if needed)</p> <p>Offer to escort the individual out of the building and to the designated assembly point</p>

Emergency Survival Kit - Additional Items

- Supply of food items appropriate to your disability/dietary needs.
- Personal list and minimum 3 day supply of all needed medications, medical supplies and/or special equipment.

EMERGENCY SURVIVAL KIT – CHECK LIST

Being prepared for an emergency includes having a Personal Emergency Survival Kit. A Personal Emergency Survival Kit contains basic items you may need to remain comfortable in the event an emergency situation occurs while on campus.

The “kit” should be put together in an easy to carry storage container or bag; and kept in an easy-to-reach location.

Always wear comfortable clothing and footwear while on campus. You should also consider other essential personal items you may require during an emergency. Additional items might include; personal affects special medications and/or assistive devices.



Personal Emergency Survival Kit Checklist

Below outlines some basic items that the kit should contain:

- ◆ Extra Cash
- ◆ Light source (i.e. keychain flashlight)
- ◆ Cellular phone
- ◆ Portable radio
- ◆ Whistle (to attract attention)
- ◆ Personal hygiene items
- ◆ Portable hand sanitizer
- ◆ Band aids
- ◆ Granola or energy bars
- ◆ Bottled water
- ◆ Essential medication(s)
- ◆ Identification documents
- ◆ Important contact numbers

Residence Emergency Survival Kit Checklist

Below outlines some basic items that the kit should contain:

- ◆ Flashlight and extra batteries
- ◆ Battery-powered lantern
- ◆ Battery-powered radio
- ◆ Blankets and/or sleeping bag
- ◆ Extra toothbrush and toothpaste
- ◆ Personal hygiene items
- ◆ Extra cash
- ◆ Emergency contact numbers
- ◆ Books, magazines or playing cards
- ◆ Canned or freeze-dried food
- ◆ Bottled water
- ◆ Manual can opener
- ◆ Extra clothing and footwear
- ◆ Non-perishable food (ready-to-eat items that do not require refrigeration)
- ◆ Toilet paper and other personal items
- ◆ Medication



Workplace Emergency Survival Kit Checklist

Below outlines some basic items that the kit should contain:

- ◆ Flashlight and extra batteries
- ◆ Battery-powered lantern
- ◆ Battery-powered radio
- ◆ Emergency blanket
- ◆ Personal hygiene items
- ◆ Extra cash
- ◆ Books, magazines or playing cards
- ◆ Granola or energy food bars
- ◆ Bottled water
- ◆ Extra clothing and foot ware
- ◆ Small first-aid kit
- ◆ Non-prescription medication

Students

- Review the emergency procedure on a regular basis
- Familiarize yourself with the emergency features that are available in different campus locations
- At the beginning of each term, notify the professor that you require special assistance during an emergency
- Be sure to keep a copy of your schedule with you at all times, this will indicate the building and room you are in
- Be aware of York University faculty and staff responsibilities
- Register with the appropriate disability service at York University

Faculty

- Faculty members who have a disability should notify Safety/Emergency Personnel of their work schedule and various work locations
- At the beginning of each term, determine if any students in your class require special emergency assistance
- Request 2-3 student volunteers who would be willing to assist during an emergency evacuation
- Notify appropriate Safety/Emergency personnel of your location, the day and time of your class, and the number of students with disabilities in your class
- Make sure that students with disabilities are assisted to a place of safety and/or a designated location
- Encourage students to register with the appropriate disability service at York University
- Review the emergency procedure on a regular basis
- Familiarize yourself with the emergency features that are available in different campus locations

Staff

- If you are a staff member with a disability, notify Safety/Emergency personnel of your work schedule and various locations you work in
- Try to establish at least 2 peers that would be willing to provide you with assistance during an emergency evacuation. This can be done with the assistance of your department/unit's Emergency Preparedness Coordinator
- Review the emergency procedure on a regular basis
- Familiarize yourself with the emergency features that are available in different campus locations

If you are unsure whether the fire alarm is real or feel you are in danger call 911 immediately

Provide 911 with the following information:

- Your name
- Advise you are at York University
- Give the municipal or campus address including room and/or apartment number
- The building and floor your located in
- If you are close to the stairs or elevator
- The fire alarm is sounding and that you require assistance evacuating
- The type of assistance you require (e.g. mobility impairment)

Do NOT hang up the phone till 911 dispatcher ends the call.

You can request the dispatcher stay on the line with you till help arrives if you feel unsafe.



WHEN AND HOW TO CALL SECURITY

"If you see it, report it!"

Urgent Matters
416-736-5333 or Ext. 33333

- Suspicious person or situations
- When a crime has occurred
- Accidents or Emergencies
- Medical Assistance Required
- Potential Hazards
- Hate Crimes or Assaults
- Fires, Fire Alarms, Bomb Threats

Non-Urgent & Service Inquires
416-650-8000

- Building, Room or Office Access
- Minor Floods, Spills
- General security related information
- Lost/Found Property
- Graffiti, Damaged Property (windows/walls)
- Violations

If the fire alarm sounds:

- Leave the building immediately
- Close your door behind you. (Do not lock)
- Leave using the nearest and safest exit
- Do NOT use the elevators
- Follow instructions of the Emergency Response Wardens

Smoke in Your Office/Classroom/Residence:

- Before leaving, check the door for heat; if hot to the touch, do not open
- Use available materials like wet clothing, sheets or duct tape to seal door cracks or clearances
- If smoke is worse in one room (e.g. bathroom), close the door and seal off the room as noted above
- Move to balcony (if you have one) and close the door behind you
- Call 911 and provide details of your situation
- If you do not have a balcony, go to the most smoke free room, close and seal all doors. Open the window for fresh air – be prepared to close the window if conditions worsen
- Cover your mouth and nose, stay close to the floor

Fire in your Office/Classroom/Residence:

- Leave the area immediately
- Close the door behind you
- Activate the nearest fire alarm pull station to alert others
- Call 911 from a safe location
- Seek assistance from others to leave the fire floor if you are above or below ground level
- Do not re-enter the building until permitted to do so by York Security or Emergency officials



Evacuation is a protective action that may be ordered by university or emergency officials. Causes for evacuation may include emergencies such as: fire, bomb threat, chemical release, flood, or power outage.

When evacuating a building if you see someone wearing a fluorescent orange or yellow vest and hat, they are trained Emergency Response Wardens or Building Emergency Captains. Follow their instructions by leaving the building and proceeding to the designated assembly point.

Evacuation Procedures

- Be aware of emergency exits in your building
- Follow instructions from Emergency Response Wardens
- Never use the elevators during an evacuation
- Close doors and windows
- Do not rush or crowd
- Use handrails in stairwells – stay to the right
- Move away from the building quickly
- Watch for falling debris
- Once out of the building go to the designated assembly point

Do not return to the building until instructed it is safe to do so by emergency officials or York Security Services.



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
- 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 survival 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

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

LOCKDOWN (Continued)

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

The opposite page contains a fill in the blank form that allows you to indicate your important personal information, needs and emergency contacts. Once completed detach and always carry with you, so that in the event of an emergency you may refer to it.

This booklet created by:
Office of Emergency Preparedness
Campus Services and Business Operations

Personal Information

Name _____
Last First Middle Initial

Staff/Student ID # _____ Date of Birth _____
(mm/dd/yyyy)

Home Address _____ Apt/Unit _____

City _____ Province _____ Country _____

Campus Address _____ Room/Office # _____
Building

Home Phone # _____ Cell Phone # _____

Email _____ Private Medical _____

Health Card # _____ Policy # _____

Doctor's Name _____ Phone # _____

Personal Needs Assessment

Allergies _____

Special Diet/Needs _____

Special Equipment _____

Prescription Medications _____

Nature of Primary Disability _____

Emergency Contact Information

Primary Emergency Contact

Name _____ Address _____
Home # _____ Cell # _____ Work # _____
Relation _____

Local Contact

Name _____ Address _____
Home # _____ Cell # _____ Work # _____
Relation _____

Out-of-Town Contact

Name _____ Address _____
Home # _____ Cell # _____ Work # _____
Relation _____

IMPORTANT COMMUNITY CONTACTS

Emergency – Police, Fire, Ambulance

911

York University

York University Security – Urgent Matters	Ext. 33333 or (416) 736-5333
York University Security – General Enquiry	Ext. 58000 or (416) 650-8000
York University Security – TTY (hearing impaired)	Ext. 55470 or (416) 736-5470
goSAFE (Keele & Glendon)	Ext. 55454 or (416) 736-5454
Office of Student Mediation Dispute Resolution	Ext. 55231 or (416) 736-5231
Office of Student Affairs (Glendon College)	Ext. 66720 or (416) 487-6720
Centre for Human Rights	Ext. 55682 or (416) 736-5682
Counseling & Disability Services (CDS)	Ext. 55297 or (416) 736-5297
SASSL (Sexual Assault Survivors Support Line)	Ext. 58056 or (416) 650-8056

City of Toronto - Community Connection

211

Assaulted Women’s Helpline	(416) 863-0511 or 797-0000 #SAFE (7233) cell phone
Women’s College Hospital Sexual Assault Care Centre	(416) 323-6040
Toronto Distress Centre	(416) 408 – HELP (4357)
Toronto Rape Crisis Centre	(416) 597-8808
Hassle Free Men’s Clinic	(416) 922-0603
Hassle Free Women’s Clinic	(416) 922-0566
Lesbian/Gay/Bisexual Youth Hotline	(416) 962-9688 1-800-268-9688
Humber River Regional Hospital – Finch Site (Crisis Line)	(416) 747-3833
Etobicoke General Hospital	(416) 494-2120
Sunnybrook Health Sciences Centre	(416) 480-6100
York Central Hospital	(905) 883-1212
Markham Stouffville Hospital	(905) 472-7000
Telehealth Ontario	1-866-797-0000
Canadian Poison Control Centre	(416) 813-5900 1-800-268-9017

For further information, questions or comments about emergency preparedness please visit the York University Emergency Preparedness Program website at: www.yorku.ca/epp

OR

Contact: Office of Emergency Preparedness
Campus Services & Business Operations
York University
202 William Small Centre
4700 Keele Street, Toronto, Ontario M3J 1P3
E-mail : epp@yorku.ca
Phone: 416-736-5634 Fax: 416-736-5879